



# MOHAMMED JALALUDDIN

CLOUD ENGINEER (AZURE / WINDOWS / LINUX)

**M:** +91 7013973044

**E:** Mohd\_Jalaluddin@outlook.com

## OBJECTIVE

Competent professional with 10 years 10 months experience in executing operational strategies with insightful knowledge of Infrastructure Project Management methodologies in IT industry.

## EXPERIENCE

### 15-Oct-2020 – Till Date

Senior Cloud Engineer – DXC Technologies – Hyderabad

Providing SME support on Azure cloud platform, Handling IAAS, PAAS, SAAS Services along with OS support Windows/Linux. Also, working on Azure DevOps, Azure Pipelines, CI/CD, bitbucket, terraform templates, Patching Windows VM's using SCCM, DR rehearsals.

### 28-11-2019 – 9-Oct-2020

Senior Technical Support Engineer – Microsoft Corporation

Provided Networking support to customers on various networking products such as VNET, NSG's, VPN, Express route, Load Balancer etc.

### 26-Dec-2011 – 22-Nov-2019

Technology Analyst – Infosys Limited – Hyderabad

Joined as a fresher, desktop support engineer where I was handling day to day issue for operating system, antivirus and installation of software and patches. Later, started learning server administration skills and acquired MCSA 2012 certification.

## EDUCATION

- BCA affiliated to Osmania University with 85.5% (2008-2011)
- 10th (SSC) (2006) with 80% and Intermediate (10+2) with 86.5% completed from state board of Andhra Pradesh. (2006-2008).

## KEY SKILLS

- Azure
- Azure Networking
- Windows Administration
- Azure DevOps
- Linux

## AWARDS

- Quarterly Champ award in DXC.
- Collaborator award in DXC.
- Emerald Award in DXC.
- Hall of Fame award in Infosys.

Managed two large offshore development centers as a windows administrator, configured and managed active directory, configured and managed sccm servers, Symantec server, MDT servers, troubleshooting and providing L2 support to all customers. Handling all customer and ISO audits.

## PROFILE SUMMARY

- Rich experience of IT Infrastructure Operations & Project Management and Risk Mitigation from initiation stage till the successful implementation (end-to-end) of several major large & complex IT infrastructure.
- Strategist & implementer with expertise in managing multiple project delivery frameworks and new systems implementation for change management related activities within the specified time & cost parameters
- Hands-On Experience on Azure IAAS, PAAS, SAAS services using terraform templates and devops tools bitbucket, git, containers.
- Managing Azure backups for all virtual machines SQL DB, configuring network security groups if required. Restore Virtual machines from older backups. Creating custom images in shared image gallery in Azure.
- Creating repositories in Azure repos and integrating it with Azure pipelines for Continuous Integration and continuous deployment
- Creating vnet, subnets and private endpoint for app services, Function app and storage account, paas services as per the requirement. Availability zones and Availability sets as per the business needs. Performing DR test using ASR and Cross region backup.
- Experience in resolving Azure network related issues and configurations.
- Creating SOPs for all processes or troubleshooting's.

## CORE COMPETENCIES

- IT INFRASTRUCTURE MANAGEMENT
- IT OPERATIONS MANAGEMENT
- CLIENT ENGAGEMENT, ESCALATION MGMT
- IT SERVICES / SECURITY MANAGEMENT
- CONTINUOUS PROCESS IMPROVEMENT
- TEAM BUILDING & LEADERSHIP

## SOFT SKILLS

- COLLABORATOR
- COMMUNICATOR
- PLANNER
- LOGICAL
- ANALYTICAL

- 
- Installation/Upgradation of Operating Systems (Windows), Disk expansion on critical Windows PRD servers.
  - Experience in doing In Place upgrade for Windows Server operating systems.
  - Experience in Patching Windows machines using SCCM.
  - Participate in the Internal Change Management process, Escalation meetings and change calls. Supporting On-Call during Weekend. Coordinating and working with vendor management on issues and for root cause analysis.
  - Primarily work on Escalations at various levels and maintain maximum adherence to the stipulated Service Level Agreement's. Work on Service Request, Schedule Changes and Incidents and was responsible in maintaining the SLA.

## CERTIFICATIONS

---

- Microsoft Azure Administrator Associate
- Microsoft Azure Network Engineer Associate.
- Microsoft Certified Trainer Since 2021.
- Microsoft Certified Solutions Associate 2012.

## DECLARATION

---

I hereby solemnly declare that all the statements made in the above application is true and correct to the best of my knowledge and belief.

MOHAMMED JALALUDDIN