# ARSHDEEP SINGH

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## Summary:

Dedicated IT professional with over 14 years of hands-on expertise in automating, configuring, and managing Windows and Linux platforms. Proficient in DevOps tools such as GIT, Azure DevOps, Docker, ARM templates, Terraform, and CICD deployments in the Azure cloud. Specialized in Microsoft Windows System Administration, with a focus on Windows patch management, security, backup, disaster recovery, networking, and performance optimization.

## Technical Skills

**Azure Cloud Services:** PaaS & IaaS, Virtual Machines, Virtual Networks, Azure Storage, Active Directory, Key Vault, App Services, Logic Apps, Resource Groups, Load Balancing, Azure Monitor, Log Analytics, Application Gateways, Auto-Scaling, VMSS, Azure Policy, Alerts.
**DevOps Tools:** GIT, Azure Repos, Azure DevOps, Docker, ARM templates, Terraform.
**Software Development Life Cycle:** Agile, Scrum Model, JIRA, Waterfall models.
**Version Control:** GIT, Azure Repos.
**CI/CD Tools:** Azure DevOps, Automation using Build and Release Pipelines.
**Infrastructure as Code:** Hashicorp Terraform, Azure CLI, ARM templates (JSON), Bicep.
**Windows Environment:** Windows DSC (Desired State Configuration), Windows Auto-patching using Azure and SCCM, PowerShell scripting.
**Identity and Access Management:** Azure RBAC, Custom role creation and role assignments.
**Microsoft Active Directory and SCCM:** User and device administration using SCCM, Microsoft Intune, Application packages creation and deployment, Group Policy management, Desktop/Laptop Support.
**Networking:** LAN/WAN/DNS/DHCP/SCCM/Antivirus/Printing/Server/VoIP support.
**Virtualization Technologies:** Hyper-V, VMware, Docker.
**Incident/Change/Release Management:** BMC Remedy, ServiceNow.
**IT Service Management (ITSM) and ITIL Framework:** Principles and Data Centre Management.

## Professional Experience

| Azure Cloud Engineer | Jan 2024 – June 2024 |
|---|---|
| Ambulance Victoria, Melbourne | 0 year, 6 months |

- Worked as part of the Digital Transformation Project to prepare Azure Service standardization design documents.
- Prepared various high-level and low-level design documents for key Azure services such as Azure Monitor, Log Analytics Workspace, Insights, Azure Policy, Defender for Cloud, Virtual Machines, and Azure Virtual Desktop.
- Deployed various built-in and custom policies according to service standardization designs.
- Implemented Defender for Servers within the AV environment.
- Deployed Azure minimum baseline for alerts within the AV environment, including various metric, log, and activity-based alerts.
- Implemented Azure Site Recovery according to service design for Ambulance Victoria.
- Created IAC for deployment of key resources like Azure VM's, Storage account etc.

## Azure Cloud Platform Engineer                                         June 2023 – Dec 2023
AGL Limited, Melbourne                                                    0 years, 6 months

• Successfully migrated over 300 AGL workspaces from Terraform Enterprise to Terraform Cloud, ensuring seamless and efficient operations.
• Designed and implemented an Azure Function App to automate the rotation of Azure DevOps tokens. Stored updated tokens securely in Azure Key Vault and seamlessly updated corresponding variables in AGL Terraform Workspaces.
• Developed an Azure DevOps pipeline orchestrating a nightly execution of a PowerShell script. The script fetched state backups of Terraform Cloud workspaces and stored them in Azure Storage, enhancing data resilience.
• Implemented email and Microsoft Teams notifications for AGL Terraform workspaces in error or drift state improving workspace monitoring capabilities.
• Created new custom roles and efficiently handled role assignments to align with specific project requirements.
• Developed and enhanced custom Terraform modules, incorporating new features and optimizing existing functionalities.
• Established automated patching for Windows and SQL VMs using a combination of SCCM software deployment and Azure runbooks. Enabled all Azure VMs to undergo automatic patching, enhancing system security and compliance.
• Led the Terraform version upgrade initiative, ensuring all AGL workspaces were up to date with the latest features and improvements.
• Utilized Desired State Configuration (DSC) for seamless Splunk version updates, ensuring consistency and efficiency across the environment.


## Azure SRE Engineer, Cloud                                              Jan 2019 – May 2023
National Australia Bank Limited, Melbourne                                4 years, 5 months

• As part of Azure SRE team, responsible for providing cloud services to various NAB asset teams who do not want to build an engineering capability to deliver cloud operations.
• Ensures cloud-based workloads run reliably by performing activities such as monitoring, patching, release management, security configuration, backup, disaster recovery planning and testing, application migration and multicloud (MCT) support.
• Cost optimization of cloud resources by using various methods such as rightsizing, power management and spot pricing.
• Create new Power management tags and Start/Stop Azure Automation scripts for NAB users based in various geo locations spread over different time zones.
• Use Azure Monitor and Log Analytics services to monitor Azure workloads for any issues which maximizes the availability and performance of NAB applications hosted on cloud.
• Responsible for Azure VMs monthly patching. Also use various orchestration tools such as Azure DevOps pipelines to effectively manage windows and Linux patch process.
• Use Terraform to spin up various Azure cloud infrastructure such as Azure VMs, Storage accounts, Load Balancer, Key vaults, NSG rules, VNETs, SQL MI etc.
• Incident and configuration management for any issues or changes to the CMS managed workloads.
• Migrate On-Premises Windows 7 VMware/Hyper-V VM's to Azure.
• Provide Virtual Desktop Environment support for NAB VDI end users.
• Create and manage GPOs for Azure Cloud OU.
• Prepare and Update Knowledge Base Articles and confluence landing page for SD team to follow for most common Azure resource issues.

**Domain Infrastructure Consultant (Wipro Limited)**                    March 2018 – Jan 2019
Telstra Limited, Melbourne                                                           11 months

- Work with different stream leads to provide Win 10 Desktop engineering advise and provide technical solutions.
- Design, build and deploy Windows 10 SOE and support its migration.
- Creating and managing user and windows-based computer Group policies.
- Testing latest Build image on different hardware models and report defects.
- Work with security team on analysis/testing of Win 10 security group policies, create Group policy, containers/objects and deploy the same in Win 10 environment.
- Work on the defect register and provide solutions to various Windows 10 defects.
- Assess applications compatibility on Telstra Win 10 SOE, its diagnostics and then application remediation.
- Assist end pilot users with any technical issues and provide solutions to uplift the Win 10 SOE

**Senior Systems Engineer (Wipro Limited)**                          May 2016 – Mar 2018
NBN Australia, Melbourne                                                      1 year, 11 months

- Provide End user computing support for NBN Melbourne users.
- Creation of Microsoft Windows 10 SOE and advertising the SOE task sequence to relevant Distribution points.
- Creating and managing user and windows-based computer Group policies.
- Responsible for Windows Operating system patch updates through Microsoft SCCM and Antivirus definition updates for all NBN computer systems and MyIT servers.
- User and device administration in MS Active Directory and SCCM.
- Provide L3 support to end users for conferencing tools such as MyVMR and Kontiki.
- Liaise with Deskside Support teams and identify Windows 7 and 10 issues and maintain issue tracker.
- Software distribution to various systems through SCCM packages and programs.
- Addition of new hardware drivers and BIOS updates to SOE task sequence.
- Monitoring and fetch compliance and other reports from SCCM and publish to customer.

**IT SPOC and Systems Engineer (Wipro Limited)**          September 2012 – May 2016
Wipro limited, Adelaide                                                          3 years, 9 months

- Location IT Single point of contact for Wipro Adelaide Delivery centre.
- Manage location data center and provide hands on support for the data center devices that includes all network devices including Cisco routers, switches, ASA firewalls, Dell Servers, Bluecoat proxy etc.
- Assisted the Migration team to move all Wipro Australia's mailboxes to 365 Cloud, synchronized and setup Office on the Cloud. Authenticated all smart devices to MS 365.
- Enabled users Skype for business online and tested the functionality. Assisting with the testing implementation of Skype for business for IM, voice, Video, and collaboration services.
- Responsible for Windows Operating system patch updates through Microsoft SCCM and Antivirus definition updates for all Wipro systems across Australia.
- Prepare and maintain procedures and documentation for network inventory, and recording diagnosis and resolution of network faults, enhancements and modifications to networks, and maintenance instructions.
- Monitor ticketing system for new tickets and work-items. Update existing tickets. Maintain hardware inventory control in ticketing system.

**Network and Systems Engineer (Wipro Limited)**          **July 2009 – September 2012**
Wipro limited, New Delhi, India                                              3 years, 3 months

• Provide helpdesk support and resolve problems to the location end user's satisfaction.
• Monitor and respond quickly and effectively to requests received through the IT helpdesk.
• Install, test and configure new workstations, peripheral equipment and software
• Maintain inventory of all equipment, software and software licenses. And Document internal processes and procedures.
• Responsible for Windows Operating system patch updates through Microsoft SCCM and Antivirus definitions.
• Administer Active Directory Forests/Domains, DHCP, DNS and various other Infrastructure services.
• Microsoft System Center Configuration Manager (SCCM) 2008/2012 deployment on various environments.
• Windows Server 2008 Hyper-V virtualization configuration for servers.
• Proactively monitor systems health by physically inspecting environment and utilizing provided tools such as SCOM.
• Assist as part of a team in building and managing lab environments with complex settings, configurations, topologies, and equipment including servers and various network elements.
• Network troubleshooting in complex environments, VLAN configurations.
• Vendor and service provider management and ensure the network and servers uptime to be 100%.

## Education                                                               **May 2005 – June 2009**
Bachelors In Technology from Punjab Technical University, Jalandhar, India. (Electronics and Communications stream)

## Professional Certifications
Microsoft Azure Fundamentals **(AZ-900)**
Microsoft Azure Administrator **(AZ-104)**
Cisco Certified Network Associate – **CCNA**
Microsoft Certified Solutions Associate **(MCSA)**