MAHMOOD ATHIL

Infra & Cloud Technician

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Experience of 2 years in IT Corporate Environment. Appreciated on functioning flexibly with different tools and showing versatility in learning new & upcoming technologies. Currently skilled & challenged in Infra Technologies and Azure Cloud Administration. Would love to grow in Cloud, DevOps & SecOps.

Experience

2020 - Present
Tech Mahindra | Digi Telecom Malaysia
Tools Administration

Join hands with Vendor (SaaS – Symphony Summit) in implementing best solutions for Customer (Digi) in IT Service, Asset and Operations Management, thereby swiftly improving IT Management.

Define All Requirements from Customers and work with Vendor to prioritize and provide alternate solutions with daily updates.

Managing & Resolving Incidents and Service Requests from Customers on daily basis without breaching 90% SLAs. Creating Progress Reports and Providing progress for Weekly Business Meetings.

Provide Knowledge Transfer on Technologies Worked and Attained in a weekly call with Team Internally.

2019 - 2020
Tech Mahindra | Exxon Mobil (XTO)
Business Analyst – Oil & Gas

Working with Daily Requests from Customer (Exxon's XTO) using an Information Management System - Pelton's Well View – updating 12 Hours of Operations Analysis made from reports queued and gathered.

Compiled Business reports from Field Reports to Business Executives – Created Templates and modified existing on improving Task Workflow for each task completion by significant percent.

Training

IT Infrastructure
Cisco Network Technologies, Windows Server, VMware ESX, ITIL Practices, System Center Tools. ServiceNow – ITSM, ITOM.

Cloud Operations – Cloud Finishing School
Azure Administration, PowerShell, BASH, Ansible, Terraform

Education

2015 - 2019
Bachelor of Technology
Anna University, Chennai

2019
Summer Program
UTP, Malaysia

Technical Skills

Hardware & Software
Computer Hardware Assembly **|** Microsoft Office **|** Windows SysInternal Tools

Operating Systems
Windows Server **|** Linux **|** Desktop OS – Windows & Linux **|** VMware ESX

Cloud Operations
Microsoft Azure **|** Ansible **|** Terraform **|** Git & GitHub

Programming & Scripting (Basic)
Python (Core) **|** HTML **|** CSS **|** Core Java **|** BASH **|** PowerShell **|** MySQL

Other Experience

2019
BHUMI's Ignite Fest 2019 – Volunteering

Logistics Coordinator

Managed Event Logistics with different teams and contributed to management of Logistics – Basic Amenities, Transportation, Venue, Inventory for Teams and Participants – and tracking and moderating overall costs.

2018 - 2019
BHUMI - NGO

Project Coordinator

Volunteering to Teach Unprivileged youths about Computer and Information Technology. Organized Teams to contribute to teaching to different centers around Chennai.

2018
DE' OLEUM 2018 – National Level Tech Fest
DACE – Anna University

Treasurer

Managing Source of Income and Expenses throughout the event. Reducing Major Expenses – and cost-cutting along with creating budgets for different sections of events.

Technical Lead & Human Resource Lead

Managed Resources and streamlined communications along within resources. Created Websites and Maintained them along with making modification and adding recommended changes.

General Skills

Event Management
Expense Management **|** Logistics Coordination
Creativity
Poster Designing **|** Web Designing **|** Photoshop
Leadership
Public Speaking **|** Team Management

Languages

Business
English (Proficient)
Native
Tamil