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| MAHMOOD ATHIL  **Infra & Cloud Technician** | | | |  | 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. |
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|  | **Chennai, India** |  | [**mahmoodathil12@gmail.com**](mailto:mahmoodathil12@gmail.com) |  |
|  | **(+91) 63790 70771** |  | **github.com/maatlek** |  |
|  | **mk00666078@techmahindra.com** |  | **linkedin.com/in/maatlek** |  |
|  | | | |  |  |
| Experience | | | | Education |
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| 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. | | | |  | 2015 - 2019  Bachelor of Technology  Anna University, Chennai  2019  Summer Program  UTP, Malaysia |
| Technical Skills |
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| **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 |
| Training | | | |
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| **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 | | | |

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| Other Experience |  | General Skills |
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| 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. |  | **Event Management**  Expense Management **|** Logistics Coordination  **Creativity**  Poster Designing **|** Web Designing **|** Photoshop  **Leadership**  Public Speaking **|** Team Management |
| Languages |
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| **Business**  English (Proficient)  **Native**  Tamil |