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# MANU RAVIKUMAR

*Cloud Engineer*

## PROFESSIONAL SUMMARY

Cloud Engineer with 7+ years of experience in crafting and managing resilient cloud infrastructures for organizations like Save the Children Australia and Global Marketplace. Proficient in Azure, AWS, and Microsoft 365, leveraging skills in CI/CD pipelines and SD-WAN to enhance cybersecurity and streamline deployment processes. Demonstrates an innovative approach to boosting system performance and security while fostering collaborative environments across teams.

## KEY SKILLS AND TECHNOLOGIES

- Cloud Architecture & Migration: **Microsoft Azure, AWS, Well-Architected Framework, Hybrid Cloud, Cloud Adoption Framework (CAF)**
- Enterprise Infrastructure Strategy: **Roadmap Development, Governance, Cost Optimization**
- Security & Compliance: **Entra ID (Azure AD), RBAC, MFA, Zero Trust, ISM, PSPF, Microsoft Defender, Sentinel**
- Disaster Recovery & Backup: **Azure Site Recovery, AWS Backup, Business Continuity Planning**
- Infrastructure as Code (IaC) & Automation: **Terraform, ARM Templates, GitHub Actions, Bitbucket Pipelines, Jenkins**
- Networking & Security: **VPN (Palo Alto), Firewalls, VNet, NSGs, Load Balancers, ExpressRoute**
- Collaboration & Advisory: **Stakeholder Engagement, Executive Presentations, Cross-Functional Collaboration**

## EMPLOYMENT HISTORY

**CLOUD ENGINEER**                                                        Jan 2023 - Present
*Save the Children Australia*

- Designed and managed Azure Virtual Machines for scalable and reliable cloud infrastructure

- Developed and maintained CI/CD pipelines using Terraform and GitHub, streamlining deployment processes

- Streamlined the provisioning of Azure Infrastructure as Code (IaC) using Terraform modules and ensured consistency through automated pipeline deployments.

- Administered Intune Mobile Device Management (MDM) for secure and efficient device management

- Designed and managed Microsoft 365 environments, including Exchange Online, SharePoint Online, and Microsoft Teams, ensuring seamless collaboration and security.

- Implemented SD-WAN solutions, improving network performance by 25%

- Strengthened security frameworks in collaboration with CyberCX, minimizing security breaches by 20%

- Managed Cisco Meraki network fleet, ensuring seamless connectivity and system performance.

- Implemented and configured Entra ID (Azure AD) security policies, including Conditional Access, secure authentication mechanisms, and role-based access control for enhanced compliance.

- Automated M365 administration tasks using PowerShell and Infrastructure as Code (IaC), improving operational efficiency and reducing manual workload.

- Configured and maintained Palo Alto VPN for secure remote access with comprehensive protection

## SYSTEMS ENGINEER                                       Sep 2021 - Jan 2023
### *Global Marketplace*

• Designed and deployed 10+ scalable web environments on AWS, leveraging EC2, ELB, RDS, and S3, which improved system uptime by 20%.

• Designed and implemented CI/CD pipelines using Bitbucket and Jenkins, reducing deployment times by 35%.

• Prevented data loss with regular backups and sound disaster recovery processes.

• Developed and maintained detailed system documentation, reducing onboarding time for IT staff by 30%.

• Managed and secured over 200 AWS IAM accounts and enforced MFA compliance, increasing access security by 40%.

• Administered user accounts for 200+ employees across G-Suite and Office 365, ensuring seamless access and productivity.

• Designed, configured, and managed Microsoft 365 services, including Exchange Online, SharePoint Online, Microsoft Teams, and OneDrive for Business, ensuring secure and efficient collaboration.

• Implemented CloudWatch monitors, alarms, and notifications for 50+ EC2 instances, decreasing incident response time by 35%.

• Installed and configured software via Intune and hardware for 200+ users across the Global Marketplace and GrabOne, achieving a 98% user satisfaction rate.

• Enhanced security by deploying robust access controls, firewalls, and backup systems, leading to a 50% reduction in security incidents.

## INFORMATION TECHNOLOGY SPECIALIST                     Dec 2020 - Sep 2021
### *Openpay*

• Designed and implemented Office 365 across Openpay, improving user collaboration and reducing downtime by 30%.

• Configured and managed Single Sign-On (SSO) on Azure Active Directory, streamlining access for 300+ users and enhancing security compliance

• Automated daily server health checks, reducing manual effort by 40% and improving system uptime.

• Installed, configured, and managed Active Directory Domain Services, MFA, and VPN technologies, ensuring 99.9% availability for 200+ users

• Managed access to cloud-based applications, reducing unauthorized access incidents by 25%.

• Developed PowerShell scripts that automated workflows, saving 15+ hours per week across IT operations.

• Administered Azure Active Directory and Azure DevOps, supporting deployment pipelines that reduced development cycles by 20%.

• Oversaw Microsoft Active Directory and Exchange email services for 300+ employees, ensuring zero onboarding/offboarding delays

## INFORMATION TECHNOLOGY ANALYST                         Dec 2019 - Dec 2020
### *Amtek Corporation*

• Managed all IT and communication installation projects

• Gathered requirements, participated in sourcing and procurement, tracked project progress, and monitored work order status to ensure timely response to customer needs

• Implemented Office 365 and migrated data from G-suite to Office 365

• Utilized Microsoft Windows Server 2016 and Azure Active Directory to create and manage over 400 user accounts

- Upgraded servers (Windows, Active Directory) and implemented new technologies to improve efficiencies in IT system repair, equipment maintenance, and technical support
- Maintain accurate inventory of all hardware and software resources and parts
- Maintain excellent communication with all end-users and other members of the technology department
- Install and support user applications such as Mail and web gateways, user applications

**INFORMATION TECHNOLOGY TECHNICAL SUPPORT ANALYST**          **Jun 2018 - Dec 2019**
*Probe Group*
- Provide Technical help for ATO clients
- Troubleshoot Auskey software issues over the phone using Salesforce and Pure Cloud
- Create application documentation, best practice guides and general user documentation in salesforce
- Installed software, modified, and repaired hardware and resolved technical issues
- Guided and supported clients over the phone to resolve technical issues
- Provide email support to clients
- Reply to clients' emails using Salesforce with suitable troubleshooting steps
- Provide technical help to clients through Webchats using Salesforce
- Increased customer satisfaction by resolving software issues

## EDUCATION

**MASTER OF INFORMATION TECHNOLOGY**
*Swinburne University of Technology*

**BACHELOR OF COMPUTER APPLICATIONS**
*Pes University*

## SKILLS

PowerShell, Terraform, GitHub, AWS, Azure, Azure DevOps, Cisco Meraki, Palo Alto, Kubernetes, Active Directory, Office 365, CI/CD, Cloud Infrastructure, Network Security, System Administration, Microsoft 365, Infrastructure as Code, Cloud Architecture, Disaster Recovery.