PERSONAL DETAILS

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📍 537 Gha/51A, Shri Nagar, Mohibullapur, Madiyaon, Lucknow (U.P.) 226021

CORE COMPETENCIES

Cloud Infrastructure Management

Azure DevOps

Containerization Strategies

System Diagnostics and Troubleshooting

Technical Documentation and Knowledge Management

Customer Engagement and Support Strategies

Automation Frameworks and Best Practices

Performance Optimization Techniques

Security Best Practices in Cloud Environments

Agile Methodologies and Practices

Cross-Functional Team Collaboration

System Diagnostics and Troubleshooting

EDUCATION

2007
Bachelor of Science (ZBC)
Lucknow University

MUKESH VERMA

Sr Consultant | DevOps Engineer

Leveraging **nearly 14+ years** of rich experience in the IT sector, focusing on cloud technologies, particularly in Azure Cloud and DevOps, to drive innovative solutions.

👤 PROFILE SUMMARY

- Developed a robust and diverse skill set in **Kubernetes administration**, **Azure cloud services**, and automation tools, while gaining valuable expertise in product development and customer engagement strategies.
- Currently serving as a **Senior Consultant** at Delphi Consulting, providing expert technical assistance, ensuring high customer satisfaction through efficient issue resolution, and maintaining comprehensive documentation.
- Spearheaded significant enhancements in internal documentation processes, improving customer support efficiency and fostering knowledge sharing across a global support team.
- Demonstrated exceptional analytical and problem-solving abilities by effectively troubleshooting complex technical issues, delivering timely resolutions, and elevating the overall customer experience.
- Possess extensive knowledge in **cloud automation** technologies, specializing in solutions utilizing **Terraform** and **Ansible** to optimize deployment processes and drive operational efficiency.
- Recognized for leading a strategic project that successfully reduced customer issue resolution time, showcasing a commitment to continuous improvement and operational excellence.
- Stayed at the forefront of advancements in cloud technologies and actively expand expertise in **Python programming** to further enhance automation capabilities and deliver innovative solutions.

💼 WORK EXPERIENCE

Senior Consultant | Delphi Consulting | Jan'2025 to present

Responsibilities:

- Design and implement scalable, secure Azure cloud solutions tailored to client needs.
- Architect and configure core Azure services, including Virtual Machines, App Services, and Storage solutions.
- Ensure Azure security best practices, including IAM, encryption, and network security for clients.
- Optimize cloud infrastructure for cost-efficiency, performance, and scalability using Azure Cost Management tools.
- Provide expert guidance on regulatory compliance and industry standards for Azure deployments.
- Troubleshoot and resolve complex issues related to Azure infrastructure, applications, and integrations.
- Implement Azure DevOps pipelines and automation using tools like ARM templates, Terraform, or Azure Bicep.
- Mentor junior consultants, lead cross-functional teams, and deliver client-facing workshops and training.
- Continuously stay updated on Azure trends and innovations, contributing to internal knowledge sharing and best practices.

TECH SUPPORT ENG (Azure Kubernetes Engineer) | Microsoft India Pvt. Ltd.| Oct'2021 to Jan'2025

Responsibilities:

- **Customer Success in Microsoft Technology Stacks:** As part of Microsoft Azure Containers team, playing a key role in fostering customer engagement and growth within Microsoft's technology ecosystems.
- **Azure Container Services:** Providing specialized solutions for Azure's container services, including ACR, AKS and ACI ensuring the reliability and performance of these critical platforms.
- **Collaborating with the** engineering team and Azure Product Managers to implement customer requirements, advising on high availability and scalability solutions in Azure Kubernetes Service (AKS), and automating resource provisioning using Terraform to streamline infrastructure deployment processes.

- **Process Improvement and Documentation:** Leading efforts in creating and refining processes and technical documentation, contributing to the global knowledge base and improving customer support experiences worldwide.

TECHNICAL SKILLS

Skill	Rating
Advanced Container Orchestration: Kubernetes, Docker, Mesos DC/OS	●●●●●
Comprehensive Shell Scripting: Bash, Python	●●●●●
OpenStack Administration and Deployment	●●●●●
Configuration Management Tools: Ansible	●●●●●
Extensive Linux Administration	
Azure Cloud Services and Solutions	●●●●●
Azure DevOps and CI/CD Pipeline Management	●●●●●
Cloud Automation Implementation: Terraform, Ansible	●●●●●

CERTIFICATIONS

- ⊙ HashiCorp Certified: Terraform Associate (003)
- ⊙ Microsoft Certified: Azure Security Engineer Associate
- ⊙ Microsoft Certified: Azure Solutions Architect Expert
- ⊙ Microsoft Certified: DevOps Engineer Expert
- ⊙ Microsoft Certified: Azure Administrator Associate
- ⊙ Microsoft Certified: Azure Network Engineer Associate
- ⊙ Certified Kubernetes Security Specialist
- ⊙ Certified Kubernetes Application Developer
- ⊙ Certified Kubernetes Administrator
- ⊙ Docker Certified Associate
- ⊙ Google cloud Associate cloud engineer
- ⊙ Red Hat certified Virtualization Administrator
- ⊙ Red Hat Certified Security Specialist
- ⊙ Red Hat Certified Directory Services
- ⊙ Red Hat Certified Engineer
- ⊙ Red Hat Certified System Administrator
- ⊙ Red Hat Satellite Server
- ⊙ Red Hat Cluster Suit
- ⊙ Cisco certified network associate

Consultant | HCL Technologies Ltd.| Dec'2012 to Oct'2021

Responsibilities:
- **Technology Leadership and Client Collaboration:** Acted as a Technology Subject Matter Expert, leading projects under the chief consultant's supervision and managing client collaboration from concept to delivery.
- **Incident Management and Escalation Resolution:** Managed escalations and provided solutions for Container, Cloud, and OS Platform-related issues across multiple projects.
- **Automation Strategy and Engineering Initiatives:** Planned, designed, tested, and implemented automation solutions, identifying opportunities for improvement as part of engineering practices.
- **Cloud and Container Infrastructure Management:** Configured and managed Kubernetes via Ansible, Azure Kubernetes Services, Azure resources (VMs, Load Balancers, Storage), Azure Blob Storage, and OpenStack orchestration using Heat, while deploying Docker DTR.

Linux Administrator | Keen & Able | Mar'2011 to Dec'2012

Responsibilities:
- **Linux Systems Administration:** Expertly managed and maintained Linux systems, ensuring optimal performance and reliability across the infrastructure.
- **Automation through Bash Scripting:** Developed and implemented Bash shell scripts to automate routine tasks, improving operational efficiency and reducing manual intervention.
- **Red Hat Cluster Management:** Administered and managed Red Hat Clusters, including the setup and deployment of High Availability (HA) and Storage Clusters, to ensure system resilience and data integrity.
- **Technical Training and Knowledge Transfer:** Delivered comprehensive training programs on Red Hat certifications (RHCE, RH333, RH423, RH436) and Bash shell scripting, empowering teams with critical skills and enhancing organizational capabilities.

Linux Trainer | IPCC | Apr'2009 to Nov'2010

Responsibilities:
- Conducted Red Hat certification classes, provided students with the knowledge & skills necessary for successful certification.
- Managed user authentication processes using LDAP, AD, NIS, and Samba PDC, ensured secure access to systems.
- Reviewed file system management, including disk quota management and troubleshooting file server issues.
- Provided support for local intranet-based web servers using Apache, ensured optimal performance & security.

Linux Trainer | IIHT | Aug'2008 to Mar'2009

Responsibilities:
- Served as a Red Hat Certified Trainer, delivering high-quality training sessions for certification candidates.
- Managed user authentication & file system management ensured secure & efficient system operations.
- Troubleshot network and DNS-related issues, provided timely resolutions to enhance system performance.

PERSONAL DETAILS

Date of Birth	: 21st May 1984
Languages Known	: English & Hindi