

# SAGAR DUVVA

Azure Technical Lead

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## CAREER SUMMARY

Azure Technical Lead experienced in managing large-scale cloud environments and driving infrastructure automation, cost optimization, and security improvements. Proven leader in CI/CD and Azure governance with a strong record of operational excellence, cross-functional collaboration, and mentoring high-performing engineering teams.

## CORE COMPETENCIES

Azure Cloud Architecture & Operations | Infrastructure Automation & CI/CD (Bicep, ARM, Terraform, PowerShell, AKS) | Cost & Performance Optimization | Team Leadership & Mentorship | Security & Compliance (PIM, RBAC, Encryption, NSGs, Firewalls) | Stakeholder & Delivery Management

## TECHNICAL SKILLS

**Cloud Platforms & Services:** Azure Virtual Machines (VMs), VM Scale Sets, Azure Kubernetes Service (AKS), Azure AD PIM, Management Groups, IAM, Virtual Network (Vnets) / Subnets, ASGs, NSGs, Azure Firewall, Load Balancer, Application Gateway, Storage Accounts, SQL PaaS, Recovery Services Vaults, Log Analytics, Key Vaults, Azure Monitor, Cost Management.

**Automation & Scripting:** PowerShell, Azure CLI, WSL CLI, Terraform, Azure Bicep, Azure DevOps CI/CD pipelines.

**OS & Tools:** Windows Server, Linux (RHEL, CentOS, Ubuntu).

## CERTIFICATIONS

**Microsoft Certified:** Azure Administrator Associate (AZ-104)

## PROFESSIONAL EXPERIENCE

**AZURE TECHNICAL LEAD** | Web Synergies (India) Private Limited | Hyderabad

Nov 2023 – Feb 2025

Managed end-to-end Azure cloud operations, driving stability, security, and cost optimization, and partnering with cross-functional teams to enhance workflows and align infrastructure strategy.

- Improved team communication and productivity through semi-weekly standups.
- Managed end-to-end Azure infrastructure components supporting multiple environments.
- Optimized infrastructure lifecycle phases to reduce redundant resource usage.
- Prepared and reviewed monthly Azure cost analyses supporting cost-saving decisions.
- Tracked workload execution through Azure Boards.
- Increased compliance through structured monthly patch cycles.
- Deployed Azure Update Management to automate patching on production servers.
- Maintained strong VM security hygiene across environments.
- Leveraged Azure Monitor to track system health and preempt issues.
- Resolved client escalations, enhancing customer experience.

**SPECIALIST – SYSTEM MANAGEMENT** | LTI Mindtree Limited | Hyderabad

Mar 2017 – Sep 2023

Managed large-scale, end-to-end Azure environments, leading a high-performing team to deliver secure, high-availability, and cost-efficient cloud infrastructure. Oversaw operations, implemented CI/CD pipelines and automation, optimized costs, ensured SLA compliance, and maintained security standards. Served as the primary liaison for stakeholders and clients, resolving escalations and driving successful, on-time project delivery.

- Managed 12,000+ Azure VMs, optimizing provisioning, high availability (AZs/Sets), and lifecycle governance.
- Built and maintained DEV → Production Azure environments using Bicep/ARM templates, CI/CD pipelines, and AKS.
- Administered enterprise Azure networking (VNETs, peering, NSGs/ASGs, firewalls, load balancers, VPNs).
- Optimized reliability and operations for Azure Storage, SQL PaaS, RSVs, Key Vault, and Azure Monitor.
- Enhanced security by implementing Azure AAD PIM, RBAC, encryption, resource locks, and network/firewall hardening.
- Managed backups, restores, resource moves, and OS security baselines for Windows/Linux servers.

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### ### Cost, Performance & Operations

- Reduced monthly Azure spend through continuous monitoring, rightsizing, and leadership reporting.
- Improved platform stability via Azure Update Management for production patching.
- Utilized Azure Monitor & Log Analytics (KQL) for performance tuning, incident resolution, and trend analysis.

### ### Leadership & Delivery Management

- Led a 18-engineer Build & Infra team, driving Agile ceremonies, planning, and delivery tracking.
- Resolved client escalations by coordinating cross-team troubleshooting and production fixes.
- Mentored team members, optimized workload distribution, and improved SLA adherence.
- Streamlined operations by creating rosters and schedules to maximize team coverage.

### ### Stakeholder & Architecture

- Conducted stakeholder syncs, CR reviews, and change-management meetings to align delivery.
- Designed scalable Azure architectural solutions based on business requirements.
- Authored SOPs, knowledge articles, and operational documentation to standardize processes.

### ### Automation & DevOps

- Automated deployments and operations with PowerShell, Azure CLI, WSL CLI, Terraform, ARM/Bicep.
- Built CI/CD pipelines for AKS and infrastructure workloads using Azure DevOps.
- Delivered PoCs for new Azure solutions through collaboration with developers and SMEs.
- Managed Azure Boards (epics → tasks), ensuring SLA compliance and transparent task flows.

## **SYSTEM ADMINISTRATOR** | The Digital Group Infotech Pvt Ltd | Hyderabad

Aug 2014 – Feb 2017

Supported enterprise IT operations by managing 300+ Windows and Linux servers, optimizing performance, and enhancing virtualization infrastructure. Improved system reliability through proactive monitoring, patching, and Hyper-V provisioning.

- Led a team of 6 engineers in daily IT operations and troubleshooting.
- Managed branch-wide servers, networks, and desktop infrastructure\*\*.
- Administered Active Directory, including users, OUs, groups, and GPOs.
- Configured and maintained DNS/DHCP for reliable network availability.
- Oversaw tape-based backup/restore procedures to ensure data integrity.
- Executed WSUS patch management, improving update compliance.
- Managed Websense Firewall, including categories, policies, and filters.
- Administered AppRiver email accounts and mailbox configurations.
- Maintained Hyper-V servers, provisioning VMs and managing snapshots.
- Monitored server performance via ManageEngine OpManager.
- Installed and managed Windows Server (2008/2012) and Linux (RHEL, CentOS, Ubuntu).
- Deployed applications such as IIS, MS SQL, FTP, and AD LDS.
- Supported Azure VMs creation and management.

## **ASSOCIATE CONSULTANT – IT OPERATIONS** | NetScout IT Technology | Mumbai

Jul 2013 – Feb 2014

Administered 300+ Windows and Linux servers, optimized performance, and strengthened virtualization infrastructure. Enhanced system reliability through proactive monitoring, patching, and VMware provisioning.

- Managed and supported 300+ servers (physical & virtual) across Windows and Linux environments.
- Performed WSUS patch management, improving system compliance and vulnerability mitigation.
- Provisioned new VMs using VMware vCenter 5, VM templates, and standardized provisioning workflows.
- Administered VM snapshots to support backup integrity and disaster-recovery processes.
- Configured and maintained VMFS datastores using SAN-allocated LUNs.
- Monitored server health using Nagios to ensure high availability, proactively detect issues, and respond to alerts for optimal system performance.

## **ASSOCIATE ANALYST – IT OPERATIONS** | The Walt Disney Company | Mumbai

Jun 2010 – Jul 2013

Supported enterprise IT operations across a mixed Windows/Linux environment, managing 100+ physical servers and end-user infrastructure while ensuring high system availability, secure configurations, and smooth business operations.

- Managed 100+ data center servers and network equipment.
- Performed Active Directory user/group provisioning and GPO management.
- Supported Windows/Linux hybrid environments.
- Conducted hardware troubleshooting for enterprise server models.
- Managed email administration in Google Apps.
- Handled WSUS patching and system updates.
- Configured firewall rules, URL filtering, and NAT policies.
- Managed VMware VM provisioning.
- Performed backup, restore, and storage management.
- Monitored system health using ServersCheck.
- Delivered remote support for offsite users.
- Maintained IT inventory for all infrastructure components.

## EDUCATION

BACHELOR'S DEGREE | Information Technology | VINAYAKA MISSION UNIVERSITY

2010 – 2013