SAGAR DUVVA

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SUMMARY

Experienced Azure Technical Lead with expertise in managing cloud infrastructures and driving project success. With a strong background in Azure DevOps, networking, and system management, I excel at optimizing operations and ensuring compliance. My skills in stakeholder collaboration and technical troubleshooting have facilitated smooth project executions. I am committed to delivering high-quality results and improving organizational efficiency.

CERTIFICATIONS

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

EXPERIENCE

AZURE TECHNICAL LEAD

WEB SYNERGIES (INDIA) PRIVATE LIMITED, HYDERABAD | NOV 2023 – FEB 2025

— CLIENT: INFOSYS LIMITED

- Led semi-weekly standup calls to ensure smooth coordination and project updates
- Handled client escalation calls, resolving technical challenges and ensuring customer satisfaction
- Managed production and test infrastructure environments, including virtual machines, storage accounts, resource groups, and networking
- Oversaw infrastructure lifecycle management, ensuring efficient utilization until end-of-life
- Analysed and presented monthly Azure cost reports to leadership for optimization and budget planning
- Experienced in managing Azure Boards Ticketing tool
- Supervised monthly patching activities, ensuring compliance and operational stability
- Implemented patch management strategies for production servers using Azure Update Management
- Maintained security hygiene for all Azure virtual machines, ensuring adherence to best practices

- Monitoring using Azure Monitor.
- Provided ongoing management and support for infrastructure, optimizing performance and reliability

SPECIALIST – SYSTEM MANAGEMENT
LTI MINDTREE LIMITED, HYDERABAD | MAR 2017 – SEP 2023

- Led Build & Infrastructure Team with 18 engineers.
- Facilitated team standup calls, stakeholder meetings, sprint planning, and retrospectives
- Handled client escalation calls, resolving technical challenges and ensuring customer satisfaction
- Optimized monthly Azure costs, presenting reports to leadership
- Managed Azure Boards, overseeing the assignment and tracking of epics, feature requests, user stories, and tasks. Ensured adherence to SLA standards, preventing any items from being left unattended.
- Deployed infrastructure across environments using Bicep/ARM templates
- Implemented CI/CD pipelines for AKS deployments via Azure DevOps
- Enhanced security measures by implementing resource locks, configuring storage account firewalls, and enforcing disk encryption to protect critical infrastructure.
- Configured Azure VMs and VM Scale Sets, ensuring high availability (Availability Zones/Sets).
- Administered Azure networking solutions, including VNets, subnets, peering configurations, network security groups (NSGs), Application Security Groups (ASG) and Azure Firewall to ensure secure and efficient connectivity.
- Automated operations with PowerShell
- Monitoring and Analytics using Azure Monitor and Log Analytics, leveraging KQL (Kusto Query Language) for advanced data insights and operational efficiency.
- Enhanced security using Azure AD Privileged Identity Management
- Administered cloud identities and role-based access control (RBAC), configuring custom roles, managing access across multiple levels, and enforcing security policies to maintain compliance.
- Led proof-of-concepts (PoCs) for new infrastructure builds, collaborating with developers, SMEs, and stakeholders to validate and optimize solutions.
- Managed VM backup and restoration processes, ensuring data integrity and business continuity.

SYSTEM ADMINISTRATOR
THE DIGITAL GROUP INFOTECH PVT LTD, HYDERABAD | AUG 2014 – FEB 2017

- Led a team of 6 engineers in technical operations
- Managed server infrastructure, network, and desktop environments
- Administered Active Directory for user and policy management

- Configured DNS/DHCP for efficient network operations
- Oversaw backup procedures ensuring data integrity
- Implemented WSUS patch management
- Managed Websense Firewall categories, policies, filters, and exceptions.
- Maintained Hyper-V with VM provisioning and snapshots
- Monitored server performance for optimal uptime

ASSOCIATE CONSULTANT

NETCOUT IT TECHNOLOGY, MUMBAI | JUL 2013 – FEB 2014

— CLIENT: POLARIS FINANCIAL TECHNOLOGIES

- Managed a fleet of 300+ servers, including virtual machines, ensuring optimal performance and uptime
- Worked across both Windows and Linux server environments, handling deployments and administration
- Patch management for servers using WSUS to maintain security and compliance
- Provisioned new virtual machines via VMware VM templates, streamlining infrastructure expansion
- Created and maintained VM snapshots for backup and disaster recovery purposes
- Configured VMFS datastores, utilizing LUNs assigned by the SAN team for efficient storage management
- Monitored server health and performance using Nagios, ensuring proactive issue resolution

ASSOCIATE ANALYST

THE WALT DISNEY COMPANY, MUMBAI | JUN 2010 – JUL 2013

- Managed 100+ HP, Dell, IBM servers and Office desktop infrastructure
- Resolved hardware issues for Dell, IBM, HP, Lenovo systems
- Administered Active Directory, Group Policies, Google Apps mailboxes
- Provisioned virtual machines using VMware for resource efficiency
- Performed backup and restore operations, ensuring data integrity
- Patch management of servers via WSUS Server
- Managed NAS Storage solution on Iomega NAS Drive.
- Managed FortiGate and Kerio firewalls and URL filtering polices, NAT rules
- Maintained inventory records, tracking desktops, servers, network devices, and hardware peripherals for efficient asset management.

EDUCATION

B.Sc. in IT from VINAYAKA MISSION UNIVERSITY — MAR 2013