**Krishna Mohan Singh**

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**CAREER OBJECTIVE:**

To obtain a creative and challenging position that gives me an opportunity for self-improvement and leadership, while contributing to the symbolic growth of the organization with my technical, out of box and logical skills.

***WORK EXPERIENCE:***

1. **Network support engineer in Microsoft (May 2019-Present):**

Handling global customer’s with technical support on Azure Network products. Assisting the customer’s in troubleshooting technical issues, providing assistance in configuration of the products in Azure and on request help customers in providing architectural solution of their environment with respect to connectivity of Azure resources using Azure network products.

Responsibilities:

* Handle global Unified and premier customers.
* Work closely with product groups across all Azure Network products.
* Manage escalations and high severity issues.
* Work on POC for customer’s design requirement.

Achievements:

* Received appreciation for working on more volume of cases and for receiving good CSAT from customers.
* L200 Microsoft badge for Azure Networking Internal Support Assessment.
* Subject Matter Expertise in Azure VPN.
* Hands on experience on various networking products like Azure DNS, Virtual Network , Traffic Manager, Application gateway, Network watcher, Azure Firewall, Virtual WAN, Azure Front Door, Azure Bastion, Private link, VPN gateway, ExpressRoute and Iaas Instances.
* Deployment experience on Azure App service, APIM and Azure SQL.

1. **Application Development Analyst in Accenture (June 2016 – April 2019)**

Work for the client **MARS** to build the entire solution (**SAP on Azure**) based on the architectural diagram and deliver to them.

Responsibilities:

* Created ARM template and PowerShell script to set-up the azure environment. (vnet, subnet creation based on customer requirement).
* Created Vnet Peering through ARM template.
* Created Virtual machine scale set, Virtual machine with or without custom image custom image, Virtual machine with ILB using ARM template.
* Linux Server Patching and hardening.
* Using windows PowerShell to enable accelerated networking for azure VMs
* Worked on building SOFS cluster to provide additional space for the SAP application.
* configuration of firewalls.

Hands on experience on:

**SharePoint server and administration:** SharePoint server 2010, O365.

**PowerShell:** Basic scripting knowledge

**AWS:** Basic knowledge

**Ticketing tool:** BMC remedy, service now, ServiceDesk

***MAJOR PROJECTS INVOLVED:***

* Centrica
* MARS
* NovoNordisk
* Microsoft support (get to work with customer eg. ICICI, sonata etc)

**EDUCATIONAL QUALIFICATION:**

B.E(Mechanical Engineering) -PES Institute of Technology, Bangalore

Completed in: May 2016

HSC - SREE Ayyappa Public School, Bokaro

Completed in: May 2011

SSLC - DAV Public School, Dugda(Bokaro)

Completed in: May 2009