**KARANJIT SINGH**

**CLOUD & DEVOPS**

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8+ Years IT Experience in Azure Cloud, DevOps, and Microsoft 365

**PROFESSIONAL EXPERIENCE**

**Cloud Engineer (L2) Gurgaon India**

**Insight India 2022-Present**

* Enhanced customer experience through expert support and onboarding for Microsoft 365 ( Exchange Online, Defender & Purview) and Azure Identity & different IAAS & PAAS services.
* Supported L1 engineers in resolving complex incidents, reducing escalation time by 15% and improved customer satisfaction by 50%.
* Led successful customer onboarding for new Microsoft  365 and Azure implementations, ensuring smooth transitions.
* Troubleshooted and resolved critical issues related to Azure IaaS and PaaS services, including Azure VM, Azure storage, Azure Active Directory (AD), Blob Storage, Azure VMs, Azure Web Apps, Azure Load Balancer, Azure Key Vault and Azure Monitor to minimize downtime.
* Applied Azure DevOps practices for infrastructure as code (IAAS) with ARM templates and Terraform, and utilized Azure Monitor for logging and diagnostics .
* Optimized build and release processes through the utilization of Jenkins, GitHub for version control, and Docker and Kubernetes for containerization and orchestration slashing application deployment times by 60% and releasing 20+ more features per quarter..
* Led project related to Microsoft 365 (Exchange Online, Entra Connect, Multifactor Authentication (MFA), Conditional Access Security & Compliance (Now Defender & Purview), Azure Identity.
* Diagnosed and resolved complex customer issues and bugs, also as the liaison between our customers and product teams also provide root cause analysis on new issues encountered.

***On-Premise to Azure Cloud Migration & Infrastructure Automation Project (Kruko)***

* Cloud Engineer
* Led the comprehensive migration of on-premises infrastructure and applications to Microsoft Azure, emphasizing automation and scalability.
* Successfully migrated multiple database systems SQL Server to Azure managed database services Azure SQL Database.
* Designed, implemented, and managed the entire Azure infrastructure as code using Terraform, ensuring consistency, repeatability, and version control.
* Deployment and management of various Azure resources Virtual Machines, Storage Accounts, Virtual Networks, Load Balancers, Azure Active Directory, Azure Monitor through Terraform scripts.
* Collaborated closely with cross-functional teams Networking, Security, Application Development to integrate Terraform-based infrastructure with application deployments and security policies.
* Contributed to the development and execution of migration strategies, leveraging Terraform to automate the provisioning and configuration of target Azure environments.
* Played a key role in establishing IaC best practices within the project, including modularity, reusability, and secure state management for Terraform.
* Participated in post-migration optimization and monitoring, utilizing Terraform to manage infrastructure adjustments and ensure cost-efficiency within the Azure environment.

**ConnectWise**

**Dedicated Tech (L2) 2020-2022**

* Managed and maintained Azure infrastructure, ensuring high availability and security.
* Deployed and scaled Azure services (e.g., VMs, App Services) and managed M365 services (e.g., Exchange Online, Azure Active Directory, Microsoft Defender & Purview ).
* Implemented Infrastructure as Code (IaC) using ARM Templates or Terraform for automated deployments.
* Configured and managed Azure DevOps for CI/CD pipelines, build, and release management.
* Skilled in the deployment and resolution of issues pertaining to a range of Azure services, including Virtual Machines, ARM Templates, App Services, Azure Functions, Storage, VM Scale Sets, and data backup/recovery.
* Automated administrative tasks using PowerShell Scripting and Azure CLI.
* Experience in designing Azure Virtual Network, Implementing Point - to-Site VPN, Vnet-to-Vnet VPN, Vnet Peering and Network Security Groups (NSG).
* Managing Engineering/L2 aspects for entire Infrastructure for Exchange/M365 like analyzing Azure  & Graph API permissions , DNS records management, Transport rule management(managing over 80+ clients) etc.
* Managing multiple projects related to migration, DLP Policies, Microsoft Defender & Purview, SMTP Relay and Azure Entra Connect & Cloud Sync with Engineering team.

**Convergys India**

**Associate Engineer (L2) 2019-2020**

* L2 Support Engineer: **Microsoft Office 365 Premier Support** LOB.
* Troubleshoot: **Exchange Online, MS AD Connect & Identity Management (Entra & Onprem), Security & Compliance & Migrations, Microsoft Defender & Purview** related issues.
* Delivered top-tier technical support for enterprise clients on complex **Office 365** issues.
* Developed/delivered **training and knowledge-sharing** to clients and internal teams.
* Collaborated with clients to optimize **Office 365 & Azure Identity** related configurations.
* Contributed to internal **knowledge base articles** and tools development.

Overseas LLC

**Support Associate 2016-2019**

* Handling O365 & AD related projects.

Biosensor’s Int

**Associate Manager 2014-2015**

* Handling Was part of internal infra team working with local IT related issues and projects.

Disha Online Services

**Associate Manager 2011-2014**

* Was part of an event management team handling day to day technical issues onsite.

**EDUCATION**

**Bachelor Degree Nashik, India**

**Bachelor of Arts 2008-2011**

**Higher Secondary School (XII) West Bengal**

**Bachelor of Arts in Integrated Marketing Communications with Honors 2007-2008**

**Technical Skiils**

* Microsoft Azure: Virtual Machines, Storage , Virtual Network,  Load Balancer, Application Gateway, Azure Active Directory (AAD), Monitor, SQL Database, Azure Database for PostgreSQL.
* Infrastructure as Code (IaC): Terraform, ARM Templates
* Scripting & Automation: Powershell, Bash & Azure CLI
* Methodologies: Cloud Migration Strategies, Infrastructure as Code (IaC) Principles, Agile Methodologies
* Microsoft 365: Exchange Online, Mailflow related configuration & troubleshooting, Sharepoint & Teams (Administration & Policies), Microsoft Entra ID (formerly Azure AD) - User & Group Management, Conditional Access Policies, Multifactor Authentication (MFA) , Entra Connect & Cloud Sync (Configuration & Troubleshooting) , Security & Compliance ( Information protection, Retention Policies),  PowerShell for management & Scripting .

**Certifications**

* MS Certified: **Security, Compliance, and Identity Fundamentals**
* Microsoft Certified**: Azure Fundamentals & Administrator Associate (AZ 900 & AZ 104)**
* Microsoft 365 Certified: **Fundamentals & Administrator (MS 900 & MS 102)**

**Awesome Thinks i do**

* I cook awesome Indian food
* Love to go on hiking ( 4000 Meter Solo Hiker)
* I do vlogging as a passion & loves graphics designing, video editing
* Scooba Diving Advanced Certification
* Mui Thai Boxing

**Other Details**

* **Languages:** English, Hindi (Native)
* **Date OF Birth:** 23 Feb 1991