



YABESH JASPER PETER

IT & Cloud Support Engineer

Dedicated IT & Cloud Support Engineer with 5 years of experience in cloud solutions, infrastructure automation, and deployment strategies. Skilled in both IT support and cloud computing, I am eager to contribute my expertise while pursuing continuous growth. Passionate about leveraging innovative technologies to solve complex IT and cloud challenges. Actively seeking a role in IT Support or Cloud Support to drive operational excellence and technical innovation

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EMPLOYMENT HISTORY

IT & Cloud Support Engineer

Aventra Digital Pvt Ltd

Mar 2024 - May 2025 | Bangalore, India

- Created, configured, and managed new Virtual Machines (VMs) as per user requirements, including setting up dev lab environments and other configurations as per project specifications.
- Coordinated with clients and internal teams to discuss and approve change requests during CAB meetings, ensuring timely approvals from product owners.
- Administered Azure resources such as App Registrations and Enterprise Applications, ensuring timely renewal of secret keys and SAML certificates.
- Managing Azure backups, monitoring backup health, and troubleshooting backup failures to ensure seamless data recovery across different environments.
- Processed and implemented change requests for VM disk resizing and storage upgrades to meet performance and business requirements.
- Managed Azure Active Directory (Azure AD) access control, including Privileged Identity Management (PIM), role assignments, and group management while adhering to organizational security policies.
- Proactively monitored network and infrastructure health, responding to alerts related to CPU, memory, and system availability to maintain operational continuity.
- Led monthly Windows Server patching across Dev, Test, Pre-Prod, and Production environments, enhancing system security and performance.
- Attended weekly meetings with clients to review vulnerabilities and collaborate with the network team to analyze security reports, ensuring timely resolution of any issues.
- Managed monthly Azure Site Recovery (ASR) activities to ensure replication and disaster recovery functionality for production servers.
- Deployed, scaled, and monitored Azure App Services for high availability and optimized application performance.
- Managed IT Service Management (ITSM) tools like ServiceNow and ManageEngine ServiceDesk Plus for efficient incident and request handling.
- Handled internal IT activities such as asset management, configuring

EDUCATION

Master Of Computer Application

SRM University, Chennai, India

Jun 2018 - May 2020

Bachelor Of Computer Application

SRM University, Chennai, India

Jun 2015 - May 2018

SKILLS

Azure Administrator

Active Directory

Virtual Machine

Patch Management

Solarwinds

User Access Management

Network Monitoring

Incident Resolution

ITIL Framework

Windows

Microsoft Office 365

PowerShell

Monitoring Tools

Infrastructure as a Code

Azure Entra Id

Azure Storage

Meraki Dashboard

DFS (SharedFolder)

ManageEngine SDP

Problem-Solving Abilities

IT Asset management

IT Support

Troubleshoot

Linux

Disaster Recovery & ASR

Azure Backup

Citrix

Printer

Subject Matter Expert

laptops and desktops, domain management, and Fortinet VPN configuration.

- Facilitated onboarding and offboarding processes for internal staff, ensuring timely provisioning and deprovisioning of IT resources.
- Managed MS Office licenses and provided troubleshooting support for applications like Outlook, Teams, and SharePoint, ensuring seamless communication and collaboration..
- Managed the installation and configuration of various enterprise applications, ensuring compliance with security and operational standards.
- Handled security incidents involving unauthorized user or IP access to resources; investigated the incidents with respective users or teams, and closed tickets for known activities or escalated unknown threats to the appropriate team for further action.

Analyst

HCL Technologies Pvt Ltd

Feb 2022 - Mar 2024 | Chennai, India

- Acted as the first point of contact for 2,000+ end users and VIPs, providing Tier 1 technical support across IT-related issues.
- Diagnosed and resolved software, and network- related incidents, ensuring resolution within defined SLA timeframes.
- Performed remote desktop support using tools like Bomgar (Beyond Trust)Tool, Teamviewer and Microsoft Teams for global users.
- Diagnosed network connectivity issues (LAN/ Wi- Fi) and escalated persistent problems to the network team.
- Provided support for Zscaler VPN connectivity, including configuration and troubleshooting for remote users.
- Conducted user onboarding and offboarding, including setting up email accounts, hardware provisioning, and permissions.
- Maintained hardware asset records, coordinated with vendors for repair/replacement, and ensured inventory compliance.
- Supported enterprise tools such as Citrix, VDI environments, and remote access platforms.
- Assisted in patch management and OS updates to ensure endpoint compliance with security policies.
- Ensured compliance with ITIL practices for incident, request, and problem management processes.
- Created weekly/monthly reports for incident trends, ticket resolution time, and SLA breaches for management review.
- Participated in internal audits and ensured end- user systems were compliant with organizational IT policies.
- Administered Microsoft Office 365 licenses, including provisioning of Basic and E3 licenses.
- Installed and configured enterprise software in compliance with organizational standards and policies.
- Managed high-priority (P1, P2, P3) incidents, captured business impact, and escalated appropriately to the concerned resolver groups.
- Utilized ServiceNow ITSM tool for incident tracking, documentation, and resolution lifecycle.
- Created and maintained Knowledge Base (KB) articles for new and

CERTIFICATION

Az 104 Azure Administrator

ITIL Foundation V4

Zscaler Administrator

COURSE


ITIL Foundation V4

Az 104 Azure Administrator

AWS Practitioner

Docker

LANGUAGES

Tamil 

English 

recurring issues; conducted Knowledge Transfers (KT) for new team members.

- Configured and troubleshooted network printers across various global regions.
- Provided support for Microsoft Office applications including Outlook, Teams, and other O365 apps.
- Served as Subject Matter Expert (SME), mentoring team members and assisting with complex technical challenges and escalations.
- Assisted users in mapping network drives, retrieving data, and ensuring secure access to file shares.
- Managed user accounts in Active Directory, including user creation, modification, and deprovisioning.

Associate

Sutherland

May 2021 - Feb 2022 | Chennai, India

- Engage with customers through chat to provide support and address their queries regarding refunds and replacements.
- Actively listen to customers to understand their issues and provide appropriate solutions.
- Evaluate customer requests for refunds and replacements, verifying eligibility based on company policies.
- Identify and analyze customer issues, providing timely and effective solutions to ensure customer satisfaction.
- Escalate complex issues to the appropriate teams when necessary.
- Provide clear instructions and guidance to customers regarding the return process, including shipping methods and timelines.
- Meet or exceed key performance indicators (KPIs) such as response time, resolution rate, and customer satisfaction scores.
- Contribute to team meetings by sharing insights from customer interactions

Visa Type

Visit Visa

Expiry : 27th Oct 2025