YASH MISTRY

📍 LONDON 📞 07748779274

○ DETAILS ○

London
07748779274
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○ CERTIFICATIONS ○

Microsoft Certified: Azure Network Engineer Associate.

Microsoft Azure Administrator certified

Microsoft certified: Azure Fundamentals

WatchGuard Network Security Essentials

○ SKILLS ○

IT Escalations

Microsoft Azure Cloud

Microsoft Intune

Veeam, Azure Backup

Network and Firewall Configuration

HP, Aruba Switches

UniFi

PRTG Monitoring

Datto RMM

Active Directory & Exchange Management

ITIL

Project Management

Windows and Mac OS Troubleshooting & Issue Resolution

SQL

PowerShell

Python Programming

👤 PROFILE

As a 2nd Line Engineer with a strong background in IT escalations, Cloud storage, Networking, Backup and infrastructure management, I have been instrumental in driving organizational efficiency and delivering high-quality solutions. I am committed to staying up to date with the latest technologies and best practices, ensuring that I can contribute to transformative projects and provide innovative solutions.

💼 EMPLOYMENT HISTORY

2nd Line Engineer at Speedster IT (Full-Time), London
August 2022 — Present

- Administration of Microsoft 365 workloads (Exchange online, SharePoint online, Microsoft Teams, One-Drive for Business). Troubleshoot Connectivity to Office 365, Cloud exchange calendar/shared folder permissions, and delegation.
- Managed day-to-day operations of a multi-tenant Azure environment, including troubleshooting, and resolving issues with tenant Administrator Azure AD users, and groups, and managing devices with Microsoft Intune, Autopilot.
- Administered WatchGuard XTM 5 Series firewalls, and WatchGuard Firebox configuration and management Created and maintained firewall policies, traffic shaping rules, and VPN configurations, performed firmware upgrades, log reviews, and daily health checks, configure site-to-site VPNs, VLANs, and wireless networks, Provided 24/7 support for network outages and security issues.
- Led 20+ projects to work with WatchGuard Firewall. 50+ Onsite network (Firewall, Switches, Access Points) installation and implementation from scratch.
- Daily Veeam, Azure backups, and replication administration and troubleshooting.
- Provided base-level IT support to non-technical personnel within the business. Provided technical support and troubleshooting for end users, resolving issues promptly for more than 400+ users.
- Collaborate with cross-functional teams to escalate and resolve technical issues on time. Mentor and coach junior support analysts, providing guidance and assistance as needed. Participate in on-call rotation for after-hours support to ensure uninterrupted service for clients.

Associate Cloud IT Engineer at Atos-Syntel, Pune

Worked as a Cloud Storage Engineer at Atos, where I was responsible for managing and maintaining loud storage infrastructure. Key Accomplishments:

- Implemented and managed cloud storage solutions, including AWS S3 and Azure Blob Storage.
- Optimized storage performance and cost efficiency through capacity planning and data lifecycle management.
- Implemented data backup and disaster recovery solutions to ensure data integrity and availability.
- Collaborated with cross-functional teams to design and implement storage solutions that meet customer requirements.
- Provided technical support and troubleshooting for storage-related issues, ensuring minimal downtime and data loss.