

Ashok Kumar Gupta

Azure Support Engineer

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Career Objective:

An enthusiastic Azure cloud engineer with the passion towards resolving complex issues. Possessing effective organizational skills and excellent working knowledge on Microsoft Azure administration and support, having commitment to up to date with the latest developments in the technology to provide top notch technical support for production environments and ensure their business run smoothly.

Career Profile:

Overall, 9 + years of experience into various technologies like Microsoft Azure, Windows Administration, System Configuration & Administration, and Implementation, Maintenance and troubleshooting and providing consulting the clients by supporting their critical production environments.

Key Skills:

- Working as a **Microsoft azure IaaS Platform Support Engineer at Mindtree Limited.**
- Front end senior escalation support (SME) engineer in Windows Azure IaaS TECHNICAL Platform (Scope: Azure Portal and OS level issues.)
- Hands-on experience on Azure Classic and ARM deployments/Connectivity (RDP) using Portal, PowerShell and Templates (JSON)
- Expertized in troubleshooting Azure Storage and VM performance (CPU, Memory, Network) issues
- Have a hands-on experience in Deployment of VMSS and troubleshooting on any VMSS deployment failures.
- Configure Metrics for AKS using CLI and azure portal.

Azure Migration (via PowerShell & portal):

- Have an expertise on ASM to ARM migration
- VM Across regions, VM across VNets.
- Azure Virtual machines across subscriptions (managed and unmanaged)
- Converting managed disk VMs to unmanaged disk and vice versa.
- Migrating On-premises servers to azure (using VHD).

Azure Disk Encryption:

- Expertise on Azure VM disk encryption both Windows and Linux.
- Expertise on Azure VM administration

Azure file Sync:

- Create and use azure file sync services.
- Worked on issues related to azure file sync as: delay in file sync (files and folders not syncing up)
- Handled all L1/L2 tickets which includes escalated cases

Azure Active Directory: Adding Users, Assigning Roles, IAM, RBAC

- Certified in Azure PowerShell, Az-103, Linux (basics)
- Windows server operating systems
- Strong computer skill and familiar with Outlook, OneNote.
- Excellent oral and written communication skills.

Azure subscription and Billing management

Supported customers and their clients in Azure subscription management and provided guidance in order to reduce the billing and use the resources effectively

Career Summary:

Organization	Designation	Duration
Mindtree Pvt, Ltd., Hyderabad	Module Lead, Azure IaaS	Feb – 2018 till Present
Hewlett Packard (Now DXC), Hyderabad	Service Delivery Consultant	Feb – 2016 to Feb 2018
Knoah Solutions Pvt, Ltd., Hyderabad	Voice Support Officer	Nov – 2014 to Feb 2016
Live Connect Global. Hyderabad	CPA agent	Jun – 2013 to Nov 2014

Project Name	CSS Azure VM Platform Team
Client	Microsoft
Role	Support Engineer
Organization	Mindtree Limited.
Duration	Feb 2018 - Till date.
Tools	ASC, Host analyzer, Xdash, Execution Graph, Kusto, FC Shell, Availability Explorer, Jarvis and MS Solve, Guest Analyzer, DiskSPD, FIO, PerfInsights.
Environment (With skill versions)	Scripting Languages: PowerShell, CLI, ARM Templates, Azure: Storage, Azure Portal, VM performance & Deployment, AzCOPY, Storage explorer

Project Description

MICROSOFT AZURE (IaaS): Recruited to Support Microsoft Azure Cloud (IaaS) Platform. IaaS Platform team provides technical support to all the Azure Customers Globally. I am responsible to provide L2 technical support for IaaS VMs Platform support of Microsoft Azure for escalated cases.

Roles and Responsibilities:

Azure VM & VMSS Deployments:

- Advisories on azure VM deployments and general queries.
- Issues related to Azure VM & VMSS deployments (failures) from Portal, PowerShell and CLI.
- Troubleshooting Azure Storage and **VM performance** (CPU, Memory, Network) issues
- Azure VM resize issues (classic VMs and ARM VMs). Advisories and issues related to Availability sets.
- Issues related to add/remove/initialize Data disks attached to azure VMs (windows and Linux)
- Use HUB licenses and relatable advisories. Converting existing VMs to HUB.
- **Adding Multiple NICS** to Azure Virtual Machine
- **Issues Regarding VM RDP**, sys log files missing, blue screen, black screen, VM under Generalized screen, VM under Bit locker screen.

Azure Migration:

- Have an expertise on ASM to ARM migration
- VM Across regions, VM across VNets.
- Azure Virtual machines across subscriptions (managed and unmanaged)
- Migration of VMs with plan information (Marketplace Images).
- Converting managed disk VMs to unmanaged disk and vice versa.
- Subscription ownership transfer

Azure Disk Encryption:

- Expertise on Azure VM disk encryption both Windows and Linux.
- Have assisted customers in performing azure disk encryption and issues related to ADE via PowerShell.

Training and Triages:

- Have trained the new hires in the team on Azure IaaS support as far as our support scope is concerned.
- Conducted Triages on how to troubleshoot Azure VM performance issues and Virtual Machine issues.
- Assist the engineers actively on floor and help them resolve complex issues with ease and drive the assigned tasks to resolution at the earliest.

Personal Attributes:

- Can work with ease under deadline driven environments.
- Passion towards upskilling.
- Hosted my personal website in Azure www.ashoktechie.com
- Quick Learner.

Academic Qualifications

Course	Institution	Year of Passing
B. Tech (I.T)	Sarada Institute of Technology & Science, Khammam.	2013
Board of Intermediate Edu. (M.P.C)	Dr. RJC Junior College, Khammam.	2009
S.S.C (10 th School)	V.V.V High School, Khammam.	2007

Personal Profile:

Father's Name : Bhayyalal Gupta
Date of Birth : 13th June 1992
Gender : Male
Marital Status : Single
Languages Known : English, Telugu, Hindi
Nationality : Indian
Current address : Hyderabad.
Permanent Address : Khammam Dist.
Telangana State
Pin: 507003.

Signature: 45#07
Ashok Kumar Gupta.