**Prasanna Kumar Gunti**

**Azure Cloud Infrastructure Project Lead/ Assistant Manager**

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**Career Highlights:**

* Currently working as Project Lead/ Assistant Manager for Cloud customer support
* Worked as Module Lead with Azure CSS (Customer support service) Team
* Worked as Senior Engineer in Azure Cloud Identity Team, Windows Azure Platform Support comprising Azure Deployment, Azure Support, Azure Livesite, Azure Active Directory, Azure Capacity Teams supporting worldwide customers.
* Worked in China as part of Moon Cake project comprising Azure Plan, Deploy, Manage and transition as part of sovereign regulations.
* Worked as System Engineer at Infotech Enterprise Ltd managing T2 escalations on IT infra and application support for 2.3 years.
* Worked in Wipro Infotech for 2.6 years as System engineer handling T1 escalations on IT infra and application support.
* I have worked as junior system engineer in Wipro InfoTech with two clients nearly 2.6 years.
* Worked as Technical coordinator and faculty of basic computer applications in NIIT (tied up with GOVT high schools) for 1.3 years.

**Education**

* Master of Computer Applications (MCA) from Sri Krishnadevaraya University.

**Technical Experience:**

**Microsoft Windows Azure -** Deploy Azure backend infrastructure, Deploy and manage Azure RMs, Deploy and configure Azure Front-end infrastructure, Handling Azure LiveSite issues of all customers globally, Handling T2 escalations of Azure Customer Support (end-user), Handling Azure data migration issues, Handling subscription issues.

**Scripting & Languages-** PowerShell scripting,,C,C++, Python basics.

**Operating system-** Windows 2003 / Windows 2012 / Windows 2016.

**Directory Services-** Windows Active Directory operations, Azure Active Directory and DNS concepts.

**Components :** I have worked the following components while doing livestie issue with active directory, Virtual machine, Storage, Networking, SQL and app services, Intune services, webapp services, code development engineering services and top level management information for the customer communications.

**Tools-** Tenant creations, RDFE, MDS, XLS & Azure portal, DCMT, Azure Fabric, XStore, XTS tool for SQL capacity details & WATM.

**Certifications:**

* MCSE for server support engineer. – **From UDEMY.**
* AWS fundamental Engineer - **From UDEMY**.
* Microsoft Azure infrastructure engineer - F**rom UDEMY.**
* A process-oriented engineer certificate of ITIL V3 foundation – **WIPRO Internal certificate.**
* Learn PowerShell basics – F**rom UDEMY.**
* Networking concepts for troubleshooting – **From UDEMY**
* Linux basic learning - F**rom UDEMY**
* Python basic learning – **From Coursera**
* Azure infrastructure for compute, SQL and storage in portal. - **From UDEMY.**
* MCP for desktop support engineer.

**Company: Mindtree Limited, Redmond, USA (current company)**

**Role: Project Lead/ Assistant manager of project / Technical lead**

**Client: Microsoft, Redmond.**

**Duration:** Nov 2012 – Till date

**Project Description:** Azure Customer Support Team Lead is responsible

• Establish and implement training processes and strategies for all technical personnel  
• Analyze, plan and develop requirements and standards in reference to scheduled projects  
• Assign and oversee the daily tasks of technical personnel while ensuring all subordinates are actively working toward established milestones  
• Hold regular technical team meetings to determine progress and address any questions or challenges regarding projects  
• Determine and define clear deliverables, roles and responsibilities for staff members required for specific projects or initiatives  
• Research and evaluate hardware and software technology options and weigh the cost/benefit analysis when making large purchases on behalf of the company  
• Update and maintain all production technologies ensuring proper maintenance and installation  
• Determine and define project scope and objectives  
• Predict resources needed to reach objectives and manage resources in an effective and efficient manner  
• Develop and manage a detailed project schedule and work plan  
• Provide project updates on a consistent basis to various stakeholders about strategy, adjustments, and progress  
• Manage contracts with vendors and suppliers by assigning tasks and communicating expected deliverables  
• Utilize industry best practices, techniques, and standards throughout entire project execution  
• Monitor progress and make adjustments as needed  
• Measure project performance to identify areas for improvement

**Company: Mindtree Limited, Redmond, USA (current company)**

**Role: Module lead**

**Client: Microsoft, Redmond.**

**Duration:** Nov 2012 – Till date

**Project Description:** Azure Customer Support Team is responsible for handling Azure Subscription related, platform related, migration, Configuration and RM’s related issues.

* Leadership - handle technically challenging and politically sensitive customer situations
* Strong communications skills – Excellent spoken and written English communication skills
* Effective, polished interaction with customers to gather information quickly explain customer responsibilities in resolving issue; communicate next steps and status; and inspire confidence
* Collaborating with multiple components for various issue for the customers
* Handle and fix Azure Resource manager issues, Quota issues, Deployment related issues, Resource performance issues, Memory leaks, Data migration issues, Troubleshooting connectivity issues.
* Technical understanding of commerce platform concepts and procedures including online services, Order to Cash operations and general billing and commerce systems processes (e.g., invoicing, credit card transactions).
* Technical aptitude enough to develop an understanding of the Azure Platform and architecture.
* Online Account/Login troubleshooting skills. Exploratory learning skills.
* The Azure Support Engineer provides business critical support to Azure customers around the world through various support offerings
* A Support Engineer is a Subject Matter Expert in Azure Platform services, technologies, offerings, and billing platform.

**Project 2: Azure Capacity Management project in Redmond, WA, USA**

**Client: Microsoft, Redmond.**

**Project Description:** Azure performance issues for customers, Azure Migrations issues, Quota issues.

* Supported for customer capacity related issue and fulfilling requests.
* Coordinating with code development engineering team for testing and deploying code in production
* Working with Multiple components for fixing for an issue for the testing and predication
* Manage cluster capacity issue and trying to recover the nodes.
* Azure portal for testing and monitoring
* Involved in varies issue in Azure Portal related issues.
* Cluster level rotation make live the cluster
* Nodes recovery and follow up with internal team and venders
* Multiple and critical huge asks from big customer for compute, SQL and storage requests.
* Keep coordinating with MSFTE’s about capacity concerns and try to fix the issues.
* Conducting team and finding issues from team trying to follow up until mitigate.
* Pulling a report for the capacity related issues and seconding across the team.
* SQL related report-pulling report from XTS tool and publishing.

**Project 3: Azure Gateway in Identity project in Redmond, WA, USA**

**Client: Microsoft, Redmond.**

**Project Description:** Handling Azure Active Directory related issues, Testing and deploying Identity related internal Code in pre-prod environment.

* Analyzing capacity related issue from Jarvis page customer provided details and digging the more information for investigations.
* Worked on compute, SQL and Storage related capacity issues and provide capacity followed by processes.
* Worked customer and provide required information for capacity related
* Streamlining process and understanding gaps to fixing the issues.
* Understanding customer requirement and educating to team
* Writing TSG’s and preparing SOP’s for entire team about new process and instructions from customer.
* Worked capacity related incidents and trying to fix the issues.
* Worked on live site incidents for customer related issues.
* Worked with newly onboard services for internal and external customers.
* Worked on active director services and creating & updating records.
* Worked on daily and weekly base deployments report and status updates.
* Worked on regular deployments for prod and digging on the issues deeply.
* Worked on services onboarding for internal and external customers.
* Worked on internal and external customers live site issues.
* Worked for code review and changes for production.
* Creating new build and doing testing, preproduction and prod.
* Worked on git, ss, L3, Akamai, mds and azure related tools.
* Worked on website services certs onboard and related issues.
* Testing and deploying new and existing enhancements services for before productions.
* Creating and updating monitoring services tools.
* Worked on IIS related issue and DNS account creation & fixing issues.
* Oncall engineer for services support for production developers
* Attending degassing meetings with developers trying to understand code enchantment in production.
* Gavin more ideas in brainstorm meetings and improving services.

**Project 4: Windows and SQL live site for Production project in Hyderabad, India.**

**Client: Microsoft, Hyderabad.**

**Project Description:** Handling SQL live site issues, deployment and configuration issues.

* Worked on ITIL V3 base process under SLA and OLA steps for production activities.
* Creating and updating new onboard documents and TSG's.
* Worked as a live site and customer support engineer for few months.
* Support given for live site issue ticketing system & CEN (Classification, Escalation & Notification).
* Monitoring system of Runners Gomez & AIMS.
* Support given for Customer support issue like CRI’s, VM and portal related issues.
* Worked with 24/7 support Microsoft client as a deployment engineer in the team of WADE (Windows Azure deployment engineer)
* Deploying new release, hot fixes and Latest OS, Upgrades and updates On Various Clusters using deployment tools.
* Deploying Application Hot fixes and Storage Hot fixes for Compute and storage clusters and monitoring the deployments with various tools and commands.
* Monitoring and debugging failed deployments. Escalation and notification of failed deployments to respective teams within the defined SLAs and following up and investigate with Ops team about blocking issues.
* Resolving Issues Related Servers as per TSG (Trouble shooting guides).
* Creating Hosted Services and Storage Services as per Client Request.
* Monitoring the compute and Storage Clusters health using Monitoring Runners.
* Initiating the Bridge calls for High end outage and issues.
* Deploying new releases/hotfixes to all Windows Azure component teams like Service bus, Zumo, Antares, Windows Market Place and components like Fabric, Storage, Devops etc. Providing maintenance to recovery of fault Nodes/Machines by using documented instructions, generating automation tools wherever human efforts required, Monitoring and deploying customers builds such as hotfix, upgrades, configurations etc. Worked on incident tickets created during deployment process.

**Company: Mindtree Ltd, Beijing, China.**

**Mooncake Project: (11/2012 to 10/2014) in Beijing, China.**

**Client: Microsoft and 21Vianet, Beijing, China.**

**Project Description: Plan, deploy an configure Microsoft Azure for china as part of sovereign regulations.**

* Worked for Azure WASU, WALS, WADE and WASH teams in this project and knowledge in Azure platform.
* Worked on incident management system for customer Livesite issues.
* Worked Nodes recovery and follow up with vendors
* Worked multiple components and services deployment in Azure.
* Taking KT from MSFTE’s giving training to team and preparing SOP’s.
* Attending high severity ICM incidents and involving multiple component to investigate the customer issues.
* Troubleshooting and creating TSG for Livesite and deployment related activities.
* Created Hosted Services and Storage Services as per Client Request.
* Monitoring the compute and Storage Clusters health using Monitoring Runners.

**Company:** **Infotech Enterprise Ltd, Hyderabad.**

**Role:** *System Engineer (L2)*

***Client*** *– UTC.*

**Duration:** Aug 2010 – Nov 2012, in Hyderabad, India

**Primary Responsibilities:**

* Responsible for all process and ITIL, ISMS and ACE related documents.
* Integration of Active Directory based Windows 2008 / Windows 2003 / 2000/NT systems in an enterprise environment
* Migration of Windows 2000 / 2003 based systems to Windows 2003 / 2008 Active Directory based systems
* Worked all kind of servers like AD, ADC, DNS, DHCP, WSUS, FTP, File and central antivirus servers.
* Worked for Hardware support fixing and troubleshooting issues.
* Assembling and disabling Hardware for CPU all type of makes Dell, HP and IBM …etc.
* Worked on Laptop hardware related issues and fixed
* Worked on incident and problem management reporting with my manger.
* Supporting for internal and external audits and process reports update day to day.
* Attending ISO 9000 and ISMS client visit audits.
* Attending internal and external ISO, ISMS, ACE and N&S process audits.
* Attending all kind of process of environment of servers and desktop updates.
* Updating day to day weekly, monthly kinds of reports.
* Checking of all helpdesk requested tickets like server, desktop, hardware, networking and all kind of applications support.
* Monitoring server and networking using with tools and updates.
* Monitoring networking using with tools.

**Company: Wipro Infotech.**

**Role:** System Engineer(L1)

**Duration**: Sept-2007 – July 2010 in Hyderabad, India

**Primary Responsibilities:**

* Installing, Configuring and Administering of Windows Server 2000/2003/2008
* Windows server 2003 /2008Active Directory Installation, Administration & Management
* Strong Worked knowledge of Remote desktop administration, trouble shooting for the users using remote Controller.
* Knowledge on back up / recovery using NT backup Utility. These involve scheduling of regular full backups Monthly full backups for sensitive data and system Information.
* Involved in configuring Network printers and administrating the print jobs on Print Server.
* Installation of all applications depends upon user’s requirement. Providing end-user support over phone.
* Online ticket-based ticket process.
* ITIL V2 Framework processes.
* Symantec control with cooperation of the team.
* Mails follow ups and replaying for issue by mails and phone.

**Company: NIIT Ltd, Hyderabad.**

**Role:** Technical coordinator

Client : GOVT schools.

**Duration**: May-2005 – July 2007 in Dharmavaram, India

**Primary Responsibilities:**

* Installation and administration of various Operations Systems like Windows 2000, Windows 2003, Windows XP, and Windows 2000 Professional.
* Online ticket-based call logging systems.
* Windows server 2003 /2008Active Directory Installation, Administration & Management
* Applications Deployment using Active Directory and User Policies.
* Backup data by using Software’s like NT backup like other tools.
* Resolving all Computer Hardware issues.
* Installing and troubleshooting printer, hardware and software.
* Installing and troubleshooting Microsoft Window
* Operating Systems (98/ME/XP/2000).
* Installing and troubleshooting MS Office 2000/2003.
* Installing and troubleshooting Norton and McAfee Anti-virus.