

RESUME



Kasyap Ram. V.S.Y

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OBJECTIVE

To secure a responsible career opportunity to fully utilize my expertise and skillset, while making a significant contribution to the success of the company on a win-win basis.

TECHNICAL SKILLS

- Expertise in Multiple Public Cloud services with hands on experience in Design and Automation of Infrastructure on Cloud.
- Windows Client and Server, Mac & Linux OS Support.
- AZ900, 70-535 Azure Certified.
- Deployed, Handled and Maintained large scale End to End Solution on Microsoft Azure Cloud.
- Expertise in Installing, configuring, securing and managing software by remote access.
- Played various roles, which include Team Lead, Asset Manager, Subject Matter Expert, Technical Support Engineer, Service Desk (IT Helpdesk) Customer Support and Desktop Support Engineer.

SKILLS & ABILITIES

- Troubleshooting the system and n/w problems, diagnosing, solving the software errors and hardware faults and rectification.
- Worked on Windows and Linux (Red hat, Ubuntu) Operating Systems.
- Excellent troubleshooting skills in planning and managing the resources.
- Handled client calls in and around globe and provided resolution and satisfaction based on the query/concern.
- Excellent root-cause analysis and problem-solving skills.
- Interact with all levels of staff to resolve various technical issues and vendor site for procurement of devices.

WORK EXPERIENCE

TEAM LEAD | PATONA TECHNOLOGIES | 2nd AUG 2021 – 10th MAY 2023

- Managed teams of 18+ employees and monitored projects to ensure progress.
- Research, troubleshoot and resolve technical issues involving, Azure Cloud Services, Microsoft 365, along with other Cloud & SaaS Products.
- Good understanding in handling Windows 10 and Desktop issues.
- Diagnose and troubleshoot Windows infrastructures.
- Active Directory User account creation, deletion & management, troubleshooting account lockouts, login issues.
- Maintaining and managing Virtual Machines and Azure Portal (Creating VM, Deleting VM, Taking clone & templates)
- Coach and help develop team members, able to coach, mentor and motivate and interact with people.
- Responded to and resolved support tickets in a timely manner.
- Provided first point of contact support to end users with professionalism, timelessness, and accuracy.
- Document all technical inquiries and develop content for knowledge base.
- Creating cloud solutions that solve pain points and meet the business's needs.
- Monitor and maintain the cloud to ensure that everything is working efficiently.

SUPPORT LEAD | DAKSH SOLUTIONS | 3rd AUG 2020 – JULY 31st 2021

- Managed teams of 10+ employees and monitored projects to ensure progress.
- Implement and support new and existing customers on Microsoft Azure infrastructure.
- Maintaining and managing Virtual Machines and Azure Portal (Creating VM, Deleting VM, Taking clone & templates)
- Active Directory User account creation, deletion & management, troubleshooting account lockouts, login issues.
- Troubleshooting Microsoft's Office applications (Outlook, Teams, Word, PowerPoint, Excel) and Windows Operating systems and MAC Operating systems.
- Expertise in Active Directory and Azure portal.
- Installed, maintained, and configured employee desktop and laptop computers.
- Resolved problems, performed upgrades, and maintained end user Mac Pc's.

SUPPORT ENGINEER | OZONETEL – CLOUD AGENT | INGRAM | 2nd JAN 2019 – 1st AUG 2020

- Research client's issues in a timely manner and follow up with the customer with recommendations and action plans.
- Managed Zendesk ticketing system support queue. Programmed attributes to meet our support process improvements including automation and macro designs.
- Troubleshooting office 365 subscription and specialization in MS Exchange, Active Directory, and Group policies.
- Creating Distribution lists, Groups, Printer Issues, installing printers, and troubleshooting.

- Install and Configure Microsoft Applications through remote access.
- Coordinate with Microsoft Engineer to resolve the queries related to Microsoft Applications.

TECHNICAL SUPPORT ENGINEER | KNOAH SOLUTIONS | TWC | APR 2016 – FEB 2018

- Troubleshoot system and network problems, diagnosing and solving hardware or software faults and replace parts.
- Monitoring and maintaining the computer systems and networks within an organization.
- Working with the field engineers to visit customer's house if the problem is not resolved.
- Install and configure computer hardware operating systems and applications, monitor and maintain computer systems and networks.

EDUCATION & CERTIFICATIONS

- Bachelor's Science in Computers from Sri Krishnadevaraya University
- Intermediate from Sri Prakash Junior College
- SSC from Surya Chandra EM School.
- Microsoft Certified IT professional on Azure 70-535 Architecture.

PERSONAL

Name	:	Kasyap Rama.V.S.Y.
Father's Name	:	Raveendra Babu. Y
Date of Birth	:	13-05-1991.
Languages Known	:	English, Telugu and Hindi

DATE: (KASYAP RAMA.V.S.Y)

PLACE:

Career Gap: FEB 2018 to JAN 2019 – 10 Months as I have been laid-off from the former Employer and later achieved Microsoft Azure Certification.

MAY 2023 to Till Date – Job Hunting for better position.

