

Madhusudan M



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DOB 14-09-1992

Experienced Engineer with over 10 years of experience in IT industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements.

Skills

Azure Global Capacity	<div><div></div></div>
MS Office 365 & G suite	<div><div></div></div>
Windows, Linux, Mac - Troubleshooting	<div><div></div></div>
Incident Management	<div><div></div></div>
Hardware & Networking	<div><div></div></div>
AD & IAM Tools	<div><div></div></div>
VMware & Citrix VDI	<div><div></div></div>
MDM (Zoho, Azure, JAMF) & Endpoint Security	<div><div></div></div>

Software Tools

Ticketing Tools: Microsoft DFM, ServiceNow, Freshdesk, Zendesk, Quickbase, JIRA ServiceDesk, SolarWinds Service Desk

Communication Tools: Slack, Five9, Avaya, Amazon CCP

CRM Tools: Salesforce, Microsoft Dynamic CRM, Arise Business Management System

Identity & Access Management: Okta, Ping Federate & Ping One, Duo Security, Microsoft Authenticator, Google Authenticator, RSA SecurID, LastPass & OAuth

Remote connectivity Tools: LogMeIn, Remote, Rescue Lens, Google Meet, Microsoft Teams, Skype

Work History

Jun 2022-Present

Microsoft

Technical Lead, Bangalore Project- Azure Global Capacity

- Responsible for implementing, design and architect system and application infrastructure as per business requirement. Install and configured customize application in virtual environment.
- Co-ordinating with multiple vendors and region owners to perform administrative task on azure capacity fulfillments
- Co-ordinating with Azure Premium & Enterprise customers to gather capacity requirements and designing the fulfillment based on the customer requirement.
- Working with global azure customers for completing quota requests and suggesting alternate regions and VMs based on the customer requirements
- Install and configure Virtual machines, storage account, virtual network, Azure load balancer in the Azure cloud.
- Training Engineers on clustering, virtualization, back-up, deployment on Azure
- Developing training documentation and Standard Operating Procedures for engineers
- Ensuring a high-quality support experience while adhering to the SLAs and work processes
- Verifying & approving capacity fulfillment actions performed by Engineers

Jun 2015-June 2022

Betsol Software

*Senior Engineer, Bangalore, **Client** – Arise Virtual Solutions, Avaya, Agero, Comcast, Home Depot, Intuit, Peloton, Airbnb, Cinch, Neiman Marcus, DSG, FIS,*

Senior Engineer:

- Troubleshooting and configuring Windows, Liunx & Mac Desktop and Laptops
- Implementation and Deployment of Software patches and packages through MDM Console
- Implemented and Administered Okta suite & PingOne, federate from scratch for Multiple Arise Vendors

- Working with developers and client stake holders in designing and onboarding Applications on Ping & Okta
- Worked on SAML, Oauth, Open ID Framework on Implementation
- Have setup MFA for all applications in scope to Okta such as PingOne, Ping Federate, Okta push, Okta verify, SMS authentication, voice call authentication and security questions
- Administrating different SSO Dashboards such as Okta, PingID, Ping One, DUO Security, RSA Secure ID, Microsoft & Google Auth
- Syncing Existing users & enrolling new users on MFA dashboards
- Syncing users on Active Directory & LDAP
- Linking New Adapters with Existing SP Connection
- Testing SSO Logins with Multiple Attributes
- Creating Okta Workflows and Lifecycle management
- Managing health and security of devices through Endpoint security Applications
- IT Assets and inventory Management
- OS installation and Device back up and data recovery using software tools
- Monitor and manage reliability and availability metrics to infrastructure service level agreements
- Ensure outages are promptly communicated with exceptional quality
- Monitor multiple accounts at once and provide clear communication to all parties involved to quickly resolve critical incidents
- Owns all Incidents and Service Requests throughout the lifecycle
- Examining work queues for Incidents with the effort of missing service agreements
- Create and improve standard operating procedures as needed and in a timely fashion
- Escalate Incidents at risk of breaching Service Level Agreement with the respective Coordinator
- Initiating Incident Management, by recognizing/verifying an event or an issue reported through Request Management
- Prioritization and assignment of all Incidents, Service Requests, Changes, and Problems assigned to the team's Service Now queue
- Worked closely with Network team and System Administrators to assist with the development and implementation of monitoring tools, troubleshooting documentation, system/application documentation and overall process improvement
- Provided system documentation and training to Level 1 support team
- Develop and maintain comprehensive knowledge articles

Additional Responsibilities:

- Conducting Quality Audits of the incidents and providing feedback to new agents
- Managing Internal Desktops and Laptops through MDM console for maintaining and checking Health & Security of the Desktops and Laptops and in providing required access to users
- Conducting Trainings for the team on reducing handling time on remote sessions with first call resolutions by following correct steps in resolving the issues
- Creating CSAT & QA reports for the team on daily/weekly/monthly wise data

Technical Engineer:

- Handling client query and complaints through incidents
- Assisted Incidents related to Major AMER & EMEA region clients in various sectors like IT, Networking, Banking, Power Management, Ticketing Management, Logistics, Supply chain & Transport application related issues such as software, hardware, VPN, Citrix, Vmware, Juniper, Salesforce, CRMs and other client applications connectivity and Operational related issues
- Performed troubleshooting activities during a high severity outage & interacted with application users to gather specifics on the impact and nature of the situation.
- Handling incidents by Following SOPs and guiding client through corrective steps, escalating problems to second level.
- Initiated escalations to internal teams, vendors, and/or other groups where appropriate.
- Establishing service applications in client systems by new installations and configurations.
- Maintaining helpdesk database in service now by entering caller inquiries and responses.
- Provided inter-departmental collaboration by escalating unresolved issues to appropriate support functions.
- Managed over 10,000 Incident/Request per year maintaining an overall FCR rate of 60-70%
- Administered and Supported Active Directory request, Juniper SSL VPN & @ 2 Factor authentication issues as well as administrated RSA secure ID access issues.
- Assisting end users with applications and Active Directory password resets.
- Resolved technical complications for users with remote support strategies through LogMeIn Rescue tool
- Achieved highest levels of productivity, handled over 1000 incidents/ Chats per month averaging 50+ Daily with 60-70% FCR rate with 75% of CSAT

Oct 2012 - Jun-15

Ola - (ANI Technologies)

Technical Lead - Bangalore, 560071

Designation: Team Leader:

- . Handling & Training Team Members on Freshdesk and Incident handling
- . Handling level 3 escalations related to Ola Mobile app & Booking issues through incidents, Emails & Calls
- . Creating and maintaining the reports of incident and escalations data Auditing incidents and emails daily wise and providing feedbacks to team members
- . Assisting Managers on Payroll, Productivity, Incentives Reports

Designation: Executive:

- . Handling Customer query and complaints through incidents mails and calls.
 - . 80% Mails & Incidents logged through Mobile app and 20% calling depends on customer issue
 - . Handling level 2 escalation incidents and calling back users to gather information and providing solution
 - . Supervised new team members and provided feedbacks
- Handled Social Media Escalations through various channels for quick resolutions

Education

Jun 2017 – July 20 **Bachelor's of Computer Applications**

Bangalore University - Bangalore

Aug-2008 –Jul 11 **Diploma in Electrical & Electronics**

A P S Polytechnic - Bangalore

Certifications

Networking – CCNA

Cloud – Azure (AZ900, AZ104)

