

SAI PRASANNA SURISSETTY

Hyderabad, India | +91 9959891689 | saiprasannasurisetty@outlook.com

PROFESSIONAL SUMMARY

Microsoft Azure professional with 2 years 4 months of experience at Tata Consultancy Services (TCS) supporting enterprise cloud and infrastructure environments. Experienced in Azure Virtual Desktop (AVD), Microsoft Entra ID, Azure Administration, Azure DevOps, PowerShell, Active Directory, Windows Server, identity and access management, incident management, and production support. Strong knowledge of Azure networking, monitoring, automation, and cloud operations with multiple Microsoft certifications.

TECHNICAL SKILLS

Cloud Platforms: Microsoft Azure (Virtual Machines, Azure Virtual Desktop (AVD), Virtual Networks, Network Security Groups (NSG), Azure Storage, Microsoft Entra ID (Azure AD), Azure Monitor, Log Analytics, Load Balancer, Resource Groups), Basic AWS (EC2, VPC, IAM)

Virtualization & VDI: Azure Virtual Desktop (AVD), FSLogix, Host Pools, Session Hosts, Application Groups, User Profile Management

Containerization & Orchestration: Docker, Kubernetes (AKS)

Infrastructure as Code: Terraform, ARM Templates

CI/CD & DevOps: Azure DevOps, Git, GitHub Actions

Scripting & Automation: PowerShell, Bash, Basic Python

Monitoring & Observability: Azure Monitor, Log Analytics, Azure Alerts, Dashboards, Application Insights

Identity & Security: Microsoft Entra ID (Azure AD), RBAC, Multi-Factor Authentication (MFA), Conditional Access, Azure Key Vault

Networking: DNS, DHCP, TCP/IP, VPN, Virtual Networks (VNet), Subnets, NSG, Load Balancer

Operating Systems: Windows Server 2019/2022, Windows 10/11, Linux (Ubuntu, CentOS)

IT Service Management: Incident Management, Problem Management, Root Cause Analysis (RCA), Change Management, SLA Management, High Availability, Production Support

PROFESSIONAL EXPERIENCE

Cloud Support Engineer

Tata Consultancy Services (TCS) | March 2024 – Present

Cloud / Infrastructure Support Engineer

- Supported enterprise Azure cloud infrastructure and virtual desktop environments.
- Managed Azure Virtual Desktop host pools, session hosts, user assignments, and troubleshooting.
- Administered Microsoft Entra ID including user provisioning, RBAC, MFA, Conditional Access, and group management.
- Performed Azure VM administration, storage management, and monitoring using Azure Monitor and Log Analytics.
- Automated routine administration tasks using PowerShell scripts.
- Supported Azure DevOps deployment and release activities.
- Resolved incidents within SLA, performed root cause analysis, and collaborated with global teams.
- Maintained technical documentation and operational runbooks.

PROJECTS

Project 1: Enterprise Azure Virtual Desktop (AVD) Environment

- Managed Azure Virtual Desktop infrastructure for enterprise users.
- Configured host pools, application groups, FSLogix profiles, and session hosts.
- Troubleshoot login, profile, and performance issues.
- Implemented monitoring using Azure Monitor and Log Analytics.
- Handled user onboarding/offboarding through Microsoft Entra ID.

Project 2: Azure Cloud Infrastructure & DevOps

- Provisioned Azure resources using Infrastructure as Code concepts (Terraform/ARM exposure).
 - Worked with Azure Virtual Networks, Storage Accounts, Load Balancers, and networking.
 - Supported CI/CD pipelines using Azure DevOps.
 - Assisted Docker container deployments and AKS environments.
 - Implemented RBAC and Key Vault access management.
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CERTIFICATIONS

- Microsoft Certified: Azure Administrator Associate (AZ-104)
 - Microsoft Certified: Azure DevOps Engineer Expert (AZ-400)
 - Microsoft Certified: Azure Fundamentals (AZ-900)
 - Microsoft Certified: Azure Virtual Desktop Specialty
 - Microsoft Certified: Azure AI Fundamentals (AI-900)
 - Microsoft Certified: Azure Data Fundamentals
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EDUCATION

Bachelor of Engineering – Electronics & Communication Engineering
RGM College of Engineering and Technology | 2019 – 2023

KEY HIGHLIGHTS

- Strong foundation in SRE principles including monitoring, automation, and incident response
- Hands-on experience with Kubernetes and cloud infrastructure
- Proven ability to improve system reliability and operational efficiency
- Quick learner with growing expertise in multi-cloud environments (AWS)