

Alwyn Gonsalves

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EXPERIENCE

11/2022-Present

SPHERA SOLUTIONS

Bangalore, India

Associate Cloud Support Engineer

- Managed and monitored cloud infrastructure across various platforms, including Microsoft Azure, Six Degrees (6dg), Open Telekom Cloud (OTC), and Google Cloud, ensuring the reliability, availability, and scalability of cloud resources.
- Responsible for deploying and configuring cloud resources like virtual machines, databases, and networking components in line with organizational requirements.
- Involved in identifying and addressing technical challenges related to cloud systems, including application performance, connectivity, and configuration issues.
- Handled incident reports and escalations to reduce downtime, ensuring compliance with service-level agreements (SLAs). Worked with multiple teams to identify root causes and implemented long-term solutions.
- Regularly assessed the performance of cloud infrastructure and resource utilization, implementing optimized configurations to enhance efficiency and lower costs, frequently utilizing monitoring tools offered by the cloud service provider (CSP).
- Performed regular maintenance, updates, and patch management for cloud-based applications and services.
- Enabling and maintaining backup and encryption on Azure servers by developing enhanced policies. Monitoring and managing all backup operations on a daily basis, including performing restoration tasks, addressing issues with failed jobs, and implementing required corrective actions.
- Develop and maintain comprehensive Monitoring Runbooks (MRB), Operational Runbooks (ORB), and Knowledge Base Articles in a document repository. This will help in resolving recurring issues and create a standardized approach for handling complex system procedures for future use.

10/2021-12/2022

ACCENTURE

Bangalore, India

Cloud Ops Administration Associate

- Worked as a Cloud Operations Administrator for both Microsoft Azure and Oracle Cloud Platform.
- Taking care of 3000+ Windows azure cloud server end-to-end patching activity.
- Remediating vulnerability for windows azure cloud server.
- Engaged in the management of ITIL ticketing processes and tools by classifying issues and directing tickets to the appropriate teams. Which helped the tracking, prioritization, and resolution of support requests and incidents.
- Responsible for providing a secure, reliable and agile cloud environment for client business.
- Supporting the Operations team in prioritizing and resolving issues, while also handling user escalations and concerns on a daily basis.

EDUCATION

2017-2021

ST. JOSEPH ENGINEERING COLLEGE

Mangalore, India

Bachelor of Engineering; Major in Mechanical Engineering

- Achievement: Participated and won multiple Robowar competitions hosted by various organizations at both national and international levels.
- Participated in a CLHRD workshop, a three-day learning and development intervention held at institute.

OTHER

- Languages: English, Hindi, Kannada, Konkani (Native)
- Technical Skills: Microsoft Azure, Monitoring tools (NewRelic, DataDog, VictorOps-Spunk), Ticketing System (Solarwinds, Jira Service, ServiceNow, Azure DevOps Services)
- Certifications: Az-104 Certified in Microsoft Azure Administrator, Az-900 Certified in Microsoft Azure Fundamentals, Certified in Aviatrix Multi-Cloud Networking
- Project 1: Lead the team of 12 members responsible for updating tags on Azure resources using PowerShell scripts, while also supporting tagging compliance reporting to help finance teams analyze and categorize expenses. (2023-2024)
- Project 2: Lead the annual disaster recovery (DR) drill for different products, emphasizing the planning, implementation, and successful conclusion of the exercise. (2024)