Arun Karthik Chaturvedula, MSc

resume@arunkc.com

I'm an Azure Solutions Architect Expert certified in Microsoft Cloud technologies and a C# Software Developer, jack of all trades with over a decade of experience in cloud computing and infrastructure, ranging from responsibilities starting with support to software development, carrying out data migrations, and delivering key projects for public and private sector clients. I am passionate and proactive with a high attention to detail, and take the utmost pride in my work.

Skills

Cloud Infrastructure Maintenance and Support

11+ years of experience working with Infrastructure and servers, run and maintain infrastructure, variety of technical support experience across the decade.

OnPrem to Cloud Migration

4+ years of experience working with customers migrating data and services from On Premesis servers to the Microsoft Azure cloud, end to end migrations and infrastructure setup.

.NET Development Using C# and WPF

4+ years of experience working with C# and .NET to build Win32 Applications, rapid prototyping, simple XAML interfaces with Forms and automation.

Database Design, Development and Reporting

1+ year of experience in database query tuning, index tuning, SQL development, troubleshooting issues, data analysis, custom reporting and scheduler monitoring.

Tools & Technologies

Azure • Git • Jira • Microsoft 365 • Microsoft Teams (Administration) • PowerShell • SQL Server Management Studio (SSMS) • SQL Server Reporting Services (SSRS) • Visual Studio • VS Code

Experience

Neilson Financial Services

Life Insurance provider across the globe, with services currently provided in the United Kingdom and Canada.

Senior Support Engineer • Sep, 2023 – Present • 9 mos

Senior Application and Technical Support Engineer, working with the Data and App teams, Azure administration, in house application development, run and maintain infrastructure and provide troubleshooting for Internal Applications.

- Developed internal tools for troubleshooting network and connectivity issues, suggesting basic actions for the user to carry out to reduce ticket volumes.
- Provide senior level technical support assistance to userbase across regions, resolving issues related to database querying.
- Database scheduler monitoring and resolution, Azure Virtual Desktop reconfiguration, Microsoft 365 and Azure administration.
- Work with customer financial data within the UK Compliance regulations and completing time sensitive tasks within deadlines.
- Investigate application errors and collaborate with Engineering on resolution.

ESyn3rgy Ltd

Jun, 2013 – Sep, 2023 • 10 yrs 3 mos

A Cloud Computing Managed Service Provider (MSP) dedicated to providing infrastructure deployment, maintenance and support for various Public and Private sector clients in the United Kingdom.

3rd Line Cloud Infrastructure Engineer • May, 2019 – Sep, 2023 • 4 yrs 5 mos

Senior Technical Engineer, part of the Cloud and Infrastructure Services Team for Public and Private Sector clients, Senior escalation point for 1st and 2nd line teams, assisting and resolution of complex tickets within SLAs.

- Carrying out and leading Azure and M365 Migration projects, performing multiple Mail and Data Migration Projects for various UK based clients moving them to the cloud, using technologies such as Azure Virtual Desktop and the Microsoft 365 suite of applications including Teams, Exchange Online, SharePoint Online and OneDrive.

- Large scale mail and data migration for Government entities, Domain transfers, Certificate renewals, SAML configuration and Single Sign On setup, numerous Service Improvement projects streamlining internal workflow.
- Extensive knowledge in Microsoft Licensing via customer reseller partnership TDSYNNEX, Microsoft 365 Licensing and Reseller relationships, acquiring Microsoft Gold Partner and Cyber Essentials Plus certifications for the organisation.
- Lead engineer in setting up new client M365 tenants from scratch and perform Run and Maintain tasks for client infrastructure, run DevOps tasks for clients, and carrying out DevOps maintenance tasks for customers.
- Implementing Security Baseline features such as Privileged Identity Management across multiple Azure customer estates,
- Completed multiple certifications as part of internal training, including the Microsoft Azure Cloud Solutions Architect Expert, and the Microsoft Azure DevOps Expert.
- Assisted customers with Azure DevOps tasks, run and maintain IaC, Kubernetes and Docker container maintenance, merge codebase using kubectl and perform troubleshooting for Website issues such as uploading files.

2nd Line Engineer and Software Developer • Jun, 2016 – May, 2019 • 2 yrs 11 mos

As a Second Line IT Support Engineer and Software Developer, I was responsible for quickly triaging and troubleshooting issues with the clients infrastructure and computing. Developed software solutions to assist with the access of Cloud Computing services.

- Lead developer for a bespoke Windows app for use by a Government client in the UK, using C# dot net and WPF.
- Development work on other tools allowing users to perform detailed on-demand analysis of internal client systems and service, real time confidential status updates and troubleshooting methods provided as a self-service mechanism.
- System and Server administration, run and maintain Microsoft SharePoint, OneDrive for Business, Microsoft Exchange, and self-hosted On-Premises architecture, provide client support for the same.
- Transition into Microsoft Cloud, Assist and complete various projects for migration from OnPrem to Azure and Cloud Integration, including mail migration from Microsoft Exchange On Premises hosted mail to Exchange Online services.
- Working extensively with Microsoft PowerShell and scripting to automate daily Sysadmin and Support tasks, creating a PowerShell toolkit for efficient working performing regular internal IT tasks such as on/offboarding user accounts, mailbox export, user/group management, amongst other tasks.

1st Line Support Engineer and Junior Developer • Jun, 2013 – Jun, 2016 • 3 yrs

Began as Intern via Staffordshire University Project work for 12 months, later transitioned into a full-time on-site role within the organisation.

- Primarily worked as a developer using C#.Net and WPF to develop bespoke frontend and backend applications for customers.
- Working with the Microsoft Remote Desktop protocol and creating the frontend for the "Tuduma MyView" platform; A customized version of MSRDP and Azure Virtual Desktop before it was offered through Microsoft directly.
- Built a seamless solution that lets Customers access their remote applications through a frontend, application lists and has built in utilities such as on demand latency testing for RDP performance analytics, built in user guides for basic tasks, quick upload functionality to copy large data across SFTP all within a singular integrated interface.
- Providing Front line support for users completing service desk tickets, working with the ticketing system, resolving issues with regards to the MyView platform and providing general desktop computer support, adhering to SLAs, and resolving tickets in a timely fashion.

Recognition

Azure Solutions Architect Expert

Microsoft • Certified 2022

Certification Link - Cert Number 69A245-V7F548

Azure DevOps Engineer Expert

Microsoft • Certified 2023

Certification Link - Cert Number IA950C-5DD15E

Azure Administrator Associate

Microsoft • Certified 2022

Certification Link - Cert Number 7E7BSF-462C01

Azure Security Administrator Associate

Microsoft • Certified 2021

Certification Link - Cert Number 15B8E1-35EW24

Education

Staffordshire University, Stafford, UK

Masters in Computer Science • 2012 — 2015

- Graduated with Merit
- Coursework includes Internet Applications (C#.net), Programming for Web Applications (PHP and MySQL), Mobile applications and Systems (Android), Enterprise Applications (J2EE)

Two years study and one year industrial placement.

Mahatma Gandhi Institute of Technology, Hyderabad IN

Bachelors in Computer Science • 2007 — 2011

- Graduated with Merit
- Coursework includes C Programming and Data Structures, DBMS, Databases and SQL, Web Technologies, Linux and Shell Programming

Four years study with 3 months industrial project work.

Personal Projects

arunkc.com

Writer • June, 2011 — Present

This blog / site / tech has always been around for years, started as a private hosted site, moved recently to GitHub Pages cuz it's neat!

Outside Interests

In my free time I enjoy gaming on my Steam Deck, playing some great story driven titles, maybe some Helldivers 2, or working on my blog on here. I'm also a huge tinkerer working on all sorts of electronic and geeky stuff, couple of raspis and sff optiplexes running a homelab, breaking my head with Linux commands (when in doubt, reinstall the OS right?! Haha!). I also like travelling on the weekends and checking out new places, trying new experiences and having fun!

Additional Links

- **LinkedIn**: arunkch
- **GitHub**: arunkcx
- **Microsoft Learn**: arunkc9