
PROFESSIONAL SUMMARY

Cloud Security and DevOps Specialist transitioning into a Digital Security Specialist role, bringing a rare blend of deep technical expertise and customer empathy developed through years of solving high-impact cloud incidents at Microsoft. Proven success in supporting Fortune 500 enterprises across complex Azure DevOps, Key Vault, and infrastructure scenarios—now leveraging that insight to drive business value conversations and influence cloud adoption.

With certifications across **Azure**, **AWS**, **Security**, and **Cloud Architecture**, I bridge the gap between technical requirements and business outcomes. My experience leading secure CI/CD adoption, advocating for Zero Trust principles, and enabling scalable cloud governance gives me a unique ability to **translate technical solutions into strategic wins**.

Driven by a passion for digital transformation and AI security, I bring a consultative mindset, pre-sales exposure, and a customer-obsessed approach—ready to help organizations unlock the full potential of Microsoft's Security portfolio.

SKILLS

Cloud Security: Zero Trust, Microsoft Defender for Cloud, Microsoft Sentinel, Azure Key Vault, IAM, SC-900 Certified

Cloud Platforms: Azure (Redis Cache, Storage Account, Virtual Network, ARM, Function Apps, DevOps, Pipeline, Policy, ARM, Defender for Cloud, Microsoft Sentinel, Azure Entra ID), AWS (IAM, EC2, S3, Lambda, CloudFront, Route53, AWS Bedrock), Kubernetes (AKS), Terraform

DevOps: Azure DevOps, GitHub Actions, CI/CD (YAML Pipelines), Jenkins, Docker, Monitoring (App Insights, Log Analytics), Automation Scripts (PowerShell, Bash, Python, YAML)

Sales: Solution Selling, HubSpot CRM, Business Value Mapping, Objection Handling, Technical Storytelling, Customer Persona Analysis

Certifications: AWS Solutions Architect Professional | AWS Solutions Architect Associate | AWS SysOps Administrator | AWS Cloud Practitioner | Azure Administrator Associate | Azure Fundamentals | Azure Security, Compliance, and Identity Fundamentals | IBM Cloud Computing | Kepner-Tregoe Practitioner | HubSpot Inbound Sales, Inbound Marketing, Frictionless Sales

WORK EXPERIENCE

Microsoft

Dallas, TX, USA

Senior Support Escalation Engineer

October 2021 – Present

- Resolved mission-critical escalations across DevOps Pipelines, Key Vault, Storage Account, Redis, Event Hub, APIM, Azure Policy, and ARM—enabling secure, compliant operations and supporting enterprise digital transformation.
- Embedded **Zero Trust architecture** principles into cloud infrastructure by implementing **Key Vault**, **RBAC**, and **Managed Identities** within **CI/CD pipelines** and governance models.
- Conducted **technical discussions** with customer stakeholders to identify **security needs** for Storage Account and Redis Cache map requirements, and deliver **business-aligned cloud security solutions**.
- Advised enterprise clients on **identity governance**, **role-based access**, **data protection**, and **Microsoft Defender for Cloud** to improve **compliance** and risk posture. Also helped them with custom Azure Policy to enforce standards and compliance.
- Utilized **telemetry**, **metrics**, and **diagnostic logs** to assess **performance degradation**, **policy violations**, and **SLA-impacting vulnerabilities** across workloads.
- Led customer adoption of **infrastructure-as-code (ARM, Bicep)** to enforce **security baselines**, accelerate secure deployments, and reduce configuration drift.
- Supported **opportunity execution** by providing **security-first architecture** inputs and helping customers evaluate **technical tradeoffs**.
- Partnered with AT&T to expand their Azure footprint by influencing migration strategy and supporting a successful proof of concept for critical service workloads; directly enabled customer plans to migrate ~1,000 VMs and adopt Azure Storage Accounts, resulting in a projected **\$700K+ in annual Azure revenue** through CSS-led engagement—without CSA involvement.
- Co-developed and rolled out **Microsoft Copilot** and **AI-powered diagnostics**, reducing resolution time and showcasing **AI's impact on modernizing cybersecurity response**.
- Authored reusable technical content on **DevSecOps**, **threat prevention frameworks**, **secure deployment models**, and **AI-enabled compliance enforcement**.
- Delivered enablement on **solution selling**, **cybersecurity storytelling**, **stakeholder influence** in Azure Infra and **security use case mapping** aligned with customer business goals during advisory customer meetings for educating them with different Azure offerings.
- Promoted Microsoft's cultural priorities—**customer obsession**, **well-being**, **sustainability**, and **continuous learning**—through team initiatives and global engagements.

GPR (formerly WaveSense)

Dallas, TX

Cloud Platform Engineer

September 2021 – October 2021

- Drove the design and deployment of a secure, scalable cloud infrastructure supporting autonomous vehicle mapping using AWS, IAM, EKS, Pulumi, and GitOps—enabling real-time, AI-driven data exchange across global fleets.
- Acted as a **technical advisor** during early-stage customer engagements, resolving **production-blocking issues** and leading successful **proof-of-concept validation**—accelerating buy-in for future solution adoption.
- Implemented **infrastructure-as-code and security automation** to reduce operational overhead, strengthen cloud governance, and improve system reliability across high-throughput environments.

- Delivered technical recommendations aligned with business goals, showcasing the **strategic value of cloud modernization** and contributing to **customer confidence and long-term platform adoption**.

University of Texas at Dallas (UTD)
Cloud Architect/Research Assistant

Dallas, TX
January 2021 – May 2021

- Partnered with researchers and lab leadership to **advise on cloud adoption strategies**, enabling rapid migration of multi-tier applications to AWS and supporting remote workforce needs during COVID-19.
- Designed and deployed **secure, scalable cloud infrastructure** using Lambda, S3, Route 53, Cognito, and AppStream—embedding **security controls**, identity governance, and compliance from the ground up.
- Acted as a technical advocate, translating AWS features into business-relevant benefits for academic leadership, effectively driving project sign-off and solution usage.

Tableau Data Analytics and Visualization Instructor

September 2020 – December 2020

- Mentored ~20 students on **data-driven storytelling and business insight communication** using Tableau, designing real-world scenarios to build their ability to translate technical data into strategic decisions; also coached a student to 1st place in a science competition by applying **outcome-focused analytics and presentation techniques**.

Stigmata Techno Solutions

Chennai, India
August 2018 – December 2018

- Conducted market and competitor analysis on 15GB of historical data, delivering insights that informed strategic product positioning and opportunity targeting; collaborated with analysts to develop Tableau dashboards that enabled faster executive decision-making and **demonstrated early experience in solution alignment, customer segmentation, and business value communication**.

PERSONAL PROJECTS

Sales Performance Dashboard in Tableau:

Dec 2022

- Built a sales analytics dashboard to help track Sales Agent performance by region, compare year-over-year sales, and highlight top-performing product categories—mimicking a real-world retail stakeholder request.

- Designed KPIs and visual comparisons to **enable business growth tracking and sales strategy refinement**, demonstrating early **pre-sales communication, insight delivery**, and stakeholder-focused dashboard design.

Data Engineering and Business Intelligence in AWS:

Feb 2021

- Allocated **AWS RDS MySQL** for migration of On-Premise Data and developed **serverless ETL** to populate data in **S3 Data Lake** using **AWS Data Pipeline**. Integrated **AWS QuickSight** for BI needs by fetching data from **S3** and producing dashboards.
- Enabled quicker insights from data on company departments' performance, saving ~30% cost and ~50% time.

Brain Tumor detection and localization from MRI Scans using Deep Learning in AWS EMR:

December 2020

- Created **Deep Learning**-based classifiers to detect Brain Tumor from MRI Scans with an accuracy of **97%**.
- Uploaded MRI Scan images in **S3** and built models in **EMR Zeppelin Notebooks** using **PySpark**. Created **EMR Cluster** and pulled data from **S3** to Name Node's **HDFS** storage after SSH into **EC2** Instance with the Master Node.

Data Warehouses with AWS RedShift:

June 2020

- Allocated clusters in **Redshift** and developed an **ETL pipeline** to populate clusters by using **AWS SDK** and Python.
- Leveraged the ETL to extract the data from **S3 buckets** through stages in Redshift. Transformed data into a set of dimensional tables using star schema (fact and dimensional table) for faster processing speed of query analysis over Cloud.

AWARDS & HONORS

Microsoft

[AMERICAS] FY24 Q4 Regional Recognition – Rising Star, Individual Leadership

June 2024

- Recognized for leading the development of the L300 Lab and Storage team training content. Praised for **proactive leadership, problem-solving**, and driving **team enablement** through impactful learning solutions.

[AMERICAS] FY23 Q4 Regional Recognition – Rising Star

June 2023

- Honored for **technical growth and team leadership**—earned **AZ-104, Kepner-Tregoe Practitioner**, and completed all L200 assessments. Led internal initiatives, launched a 5-minute PaaS-DEV video platform, and championed **team wellbeing and cross-team collaboration**.

EDUCATION

The University of Texas at Dallas (UTD): M.Sc. in Computer Science (Intelligent Systems/Artificial Intelligence) | GPA 3.56

May 2021

Hindustan Institute of Technology & Science (HITS): B.Tech. Information Technology (Cloud Computing) | GPA 4.0

July 2018

RELEVANT COURSEWORK

Managing the Cloud, Cloud Deployment Model, Cloud Computing Architecture, Big Data Management and Analytics, Business Intelligence, Cloud Performance Tuning, Software Project Planning and Management, Machine Learning, Artificial Intelligence, Information Security, IT Infrastructure Landscape, Backup and Disaster Recovery, Advanced Cyber Security, Computer Networks