

Mohammad Althaf

Cloud Support Engineer

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Profile

To pursue a challenging position as a Cloud Support Engineer, where I can leverage my technical skills, drive continuous improvement, and contribute to innovative solutions. I aim to enhance my expertise while supporting the company's growth through consistent, dedicated work, and efficient infrastructure management.

Skills

Cloud Platform Azure - Proficient in configuring and monitoring Microsoft Azure services and managing Azure RBAC and Entra ID.

Identity & Access Management (IAM):

Strong expertise in implementing and managing IAM solutions on Azure.

Networking:

Solid understanding of network connectivity, name resolution, and performance troubleshooting

Operating Systems:

Advanced knowledge of Microsoft Windows Server environments.

Azure account activations:

Managing Microsoft tenants, Azure accounts, Billing profiles, Azure subscriptions.

Automation & Scripting:

Skilled in automating Azure resource management using PowerShell and Azure CLI. **Ticketing**

Systems:

Dynamics CRM for incident and service request management. **Problem**

Solving:

Strong troubleshooting skills with a focus on root cause analysis. **Collaboration:**

Effective team player with excellent communication and critical thinking abilities.

Professional Experience

LTIMindtree

05/2022 – 10/2025 | Bengaluru, India

Engineer - Cloud and Infra

- Worked as a Cloud Support Engineer on Microsoft Azure environment involved in Azure subscription management, resource migration and licensing.
- Attended regular learning and development training to gain expertise in configuring and monitoring Azure resources such as virtual machines, storage accounts, databases, etc.
- User Administration Creating, deleting, modifying, locking, unlocking and managing user accounts, groups management. Especially worked on compromised scenarios.
- Experienced in identity and Access Management (IAM) and Joined Bridge calls with clients for major Incidents and kept project leaders regularly updated with progress, maintaining open, productive communication.

- Worked with cross-functional teams for effective remediation, and designed secure cloud architectures, ensuring seamless operations for clients. Skilled in identifying, documenting, and tracking defects using bug tracking tool (Microsoft project).
- Collaborated with software engineers to define and maintain cloud infrastructure, fostering teamwork and effective communication. Proven expertise in safeguarding and restoring
- Client environments from cyber threats, utilizing advanced security protocols and rapid response strategies to mitigate risks and ensure data integrity. Conducted thorough analysis of customer data and needs to deploy infrastructure and platform environments, optimizing performance and security.

Certificates

- Microsoft Azure Fundamentals
- Introduction to FinOps - FinOps Foundation GenAI
- Foundation - Shoshin school

Awards

SUPER CREW AWARD

Achieved exceptional team performance by collaboratively surpassing all quarterly goals, resulting in a remarkable client satisfaction rate of 90%. Employed effective communication and coordination skills to foster seamless teamwork, leading to the successful completion of tasks ahead of schedule.

A-TEAM AWARD

Recipient of the prestigious team performance award for exceptional contributions towards achieving team objectives and project success. Demonstrated invaluable impact through effective collaborations and high-performance standards, resulting in the team's outstanding accomplishments.

Education

Viswam engineering college
Bachelor of Technology

06/2016 – 07/2020 | Madanapalle, India

Languages

Telugu — Native • English — Proficient • Hindi — Proficient

Declaration

I hereby declare that all the mentioned details are true, and it is up to my knowledge.