

Ali Akram

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Summary

Dynamic and results-oriented professional with a proven track record in pre-sales and consultancy, specializing in Microsoft Azure solutions. Experienced in understanding client needs, devising effective strategies, and delivering comprehensive solutions that drive business growth. Seeking to leverage technical expertise and interpersonal skills in a challenging Cloud pre-sales role.

Certifications

- Designing Microsoft Azure Infrastructure Solutions (AZ 305)
 - Microsoft Certified: Azure Administrator Associate (AZ 104)
 - Microsoft Azure Fundamentals (AZ 900)
 - Microsoft Cybersecurity Architect (SC 100)
 - Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC 900)
 - Microsoft Certified: Azure Security Engineer Associate (AZ 500)
 - Microsoft Certified: Azure Network Engineer Associate (AZ 700)
 - Microsoft Certified: Azure Virtual Desktop Specialty (AZ 140)
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Technical Skills Sets

- Azure Services Knowledge: A deep understanding of various Azure services such as Azure Virtual Machines, Azure Blob Storage, Azure SQL Database, Azure Functions
 - Architecture Design: Ability to design scalable, reliable, and cost-effective architectures leveraging Azure services to meet customer requirements.
 - Hybrid Cloud Integration: Knowledge of integrating on-premises infrastructure with Azure using technologies like Azure VPN Gateway, ExpressRoute, etc.
 - Security and Compliance: Understanding of Azure security services such as Azure Active Directory, Azure Security Center, Azure Key Vault, and compliance standards like GDPR, HIPAA, ISO 27001, etc.
 - Networking: Proficiency in Azure networking concepts including Virtual Networks (VNETs), Subnets, Network Security Groups (NSGs), Azure Load Balancer, Azure Application Gateway, etc.
 - Identity and Access Management (IAM): Knowledge of IAM concepts in Azure including RBAC (Role-Based Access Control), Azure AD authentication methods, Multi-Factor Authentication (MFA), Conditional Access policies, etc.
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Experience

Sam Infosystems Private Limited

Duration: From April 2023 to till date

Designation: Azure Solution Architect

- Collaborated with the sales team to understand client requirements and develop tailored Azure solutions.
- Conducted presentations and product demonstrations to prospective clients, highlighting the benefits and features of Azure services.
- Advised clients on best practices for Azure adoption, including migration strategies, cost optimization, and security measures.
- Created technical proposals, architecture diagrams, and solution documentation to support the sales process.

Sam Infosystems Private Limited

Duration: From August 2021 to April 2023

Designation: Technic Support Engineer

❖ **Email Troubleshooting and Support:**

- Respond to support tickets and emails related to Exchange Server and Office 365 email services.
- Diagnose and resolve email delivery issues, mailbox access problems, and spam filter configuration.
- Provide guidance on email client configurations, including Outlook and mobile devices.

❖ **Teams Collaboration Support:**

- Assist users with Microsoft Teams usage, including chat, meetings, and file sharing.
- Troubleshoot Teams connectivity issues and provide guidance on resolving audio/video conferencing problems.
- Collaborate with the Teams administration team to implement and enforce governance policies.

❖ **Email Migration Projects:**

- Plan and execute email migration projects from on-premises Exchange Servers to Office 365.
- Coordinate with stakeholders to schedule migration windows and communicate migration timelines.
- Utilize migration tools such as Microsoft's native migration services or third-party solutions to transfer mailboxes and data.

❖ **Microsoft Mail Flow Management:**

- Configure and manage mail flow rules (also known as transport rules) to control the flow of emails within the organization.
- Monitor mail queues and troubleshoot issues related to email delivery delays or failures.
- Implement mail flow policies to enforce compliance requirements and prevent data leakage.

❖ **Mail Rules and Connectors:**

- Create and manage mail flow rules to automate email processing tasks, such as applying disclaimers, redirecting emails, or filtering based on specific criteria.
- Configure connectors to establish secure email communication between Office 365 and external email systems, such as partner organizations or third-party services.
- Troubleshoot mail rule conflicts or misconfigurations that may impact email routing or delivery.

❖ **Hybrid Setup and Configuration:**

- Deploy and configure Exchange hybrid environments to integrate on-premises Exchange Servers with Office 365.
- Set up and manage hybrid connectors to enable seamless communication between on-premises and cloud mailboxes.
- Troubleshoot hybrid configuration issues, such as free/busy calendar synchronization or mailbox migration failures.
- Ensure proper coexistence between on-premises and cloud environments during the transition phase of migration projects.

❖ **Documentation and Knowledge Sharing:**

- Document troubleshooting procedures, solutions, and best practices for Exchange, Teams, and email migration.
- Contribute to internal knowledge bases and wikis to empower other support engineers.
- Conduct training sessions for end-users or IT staff on email-related topics and technologies.

❖ **Customer Communication and Satisfaction:**

- Maintain regular communication with customers to provide status updates on ongoing issues and projects.
 - Ensure timely resolution of support tickets and follow up with users to verify problem resolution.
 - Solicit feedback from customers to identify areas for improvement and enhance the quality of support services.
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Non-Technical – Skills Set

- Skilled in crafting clear and accurate documentation to effectively convey information.
 - Capable of leading teams to foster collaboration and accomplish objectives efficiently.
 - Adept at managing multiple tasks simultaneously, demonstrating strong multitasking abilities.
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Education

- Diploma in Computer Engineering, Pravin Patil College of Diploma & Engineering, Mumbai
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Personal Details

- **Date of Birth:** 14th July 2001
- **Nationality:** Indian
- **Religion:** Muslim
- **Languages known:** English & Hindi