

## MUHAMMED RISHAL T A

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### PROFILE SUMMARY

Results-driven Cloud & Infrastructure Support Engineer with over 4.8 years of hands-on experience in cloud operations (Azure, GCP), NOC support, incident management, and network/server administration. Skilled in SOC/SIEM tools, ITIL practices, system troubleshooting, monitoring, and secure network configuration. Adept at delivering uptime, resolving outages, and optimizing system performance in hybrid enterprise environments. Seeking roles in Cloud, System Administration, or IT Support.

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### CORE SKILLS

**Cloud Platforms:** Microsoft Azure, Google Cloud Platform (GCP)

**Operating Systems:** Linux, Windows Server

**Networking & Security:** Firewalls (Sophos), VPNs, Routing & Switching, IAM, VLANs

**Monitoring Tools:** DataDog, Grafana, Zabbix, Nagios

**ITSM & Frameworks:** ITIL, ServiceNow, Jira, Incident & Problem Management, MIM Support

**Automation:** Azure Logic Apps, Terraform (basic)

**Tools & Protocols:** DNS, DHCP, FTP, TCP/IP, RDP

**Other:** NOC Operations, Server Management, Disaster Recovery

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### PROFESSIONAL EXPERIENCE

**UST Global** – Trivandrum, India

*Associate III – Cloud Infrastructure Services*

*Apr 2022 – Present*

**Project: CP/AXA (Azure Cloud, SOC & SIEM Support)**

- Delivered Azure NOC operations and customer support for SOC and SIEM products.
- Actively handled Major Incident Management (MIM) for critical Azure infrastructure events.
- Managed incidents and service requests via ServiceNow and Jira following ITIL practices.
- Implemented monitoring using DataDog and Grafana.

**Project: Argo (On-Prem Infrastructure & NOC Support)**

- Provided NOC support with limited access for Windows servers in on-prem infrastructure.
- Administered Linux servers, storage systems, and network components.
- Led Major Incident Management (MIM) efforts to minimize downtime and coordinate rapid recovery.
- Optimized monitoring using Zabbix.

**Eben Telecom Pvt Ltd** – Kochi, India

*System Administrator*

*Feb 2021 – Apr 2022*

**Project: Internal Infrastructure & Third-party Application/Network Support**

- Managed servers, workstations, routers, switches, and other network hardware.
- Diagnosed and resolved technical issues on Ubuntu, CentOS, and Windows Servers.
- Administered Sophos XG210 firewalls and managed firewall rules.
- Maintained network security protocols and conducted antivirus checks.
- Monitored domain controllers, DNS, DHCP, NFS, FTP, and overall network performance.
- Managed VPN setup (IPsec, SSL) and remote access configurations.
- Resolved issues on virtual machines and server environments.
- Used Nagios for monitoring and issue alerting.

**IT Magic Computers – Palakkad, India**

*Network and Hardware Technician*

*Mar 2020 – Jan 2021*

- Installed and configured routers, switches, wireless access points.
  - Resolved user issues related to hardware and basic network troubleshooting.
  - Performed routine hardware maintenance and asset documentation.
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**EDUCATION**

**Bachelor of Computer Applications (BCA)**

AJK College of Arts and Science, Coimbatore

2016 – 2019

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**CERTIFICATIONS**

- Google Cloud – Associate Cloud Engineer
  - Google Cloud – Professional Cloud Security Engineer
  - Oracle Cloud Infrastructure – Foundations Associate
  - Certified AppSec Practitioner (CAP)
  - CCNA, MCSE, RHCE (*Attended training at SDC Networks, Kochi*)
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**LANGUAGES**

- English (Professional)
  - Malayalam (Native)
  - Tamil (Intermediate)
  - Arabic (Beginner)
  - Hindi (Beginner)
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**AVAILABILITY**

- Immediate Joiner