Akhil Kumar

Specialist

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Capable **Messaging/O365 Administrator** with proven history of enhancing **IT operations.** Proficient in best practices, leadership strategies and employee motivation to boost productivity and job performance. Well-coordinated in addressing problems, investigating root causes and implementing successful resolutions.

SKILLS

SKILLS	Active Directory | Microsoft Exchange 2013 | Microsoft Exchange 2019 (Hybrid) | Office365 | Microsoft Teams | Mailbox Migrations | Team Oriented | Operation Management | Problem Solving | Handling Server based alerts | Troubleshooting | Performance Tuning | Security | Monitoring | Powershell | Change Management | BMC Remedy | ServiceNow | SOP (Documentation)

WORK EXPERIENCE

Specialist HCLTech, Noida, Uttar Pradesh Oct 2019 - Present

- Identified and resolved problems through root cause analysis and research.
- Maximized understanding and knowledge of **O365 platform**.
- Managed operation requests, activities and migration projects.
- **Documented procedures (SOPs)** and **business processes** and shared information with appropriate stakeholders.
- Monitored and troubleshoot **Exchange**, **Office 365 and Microsoft Teams** issues, providing timely resolution to minimize downtime.
- Implemented and managed **email routing**, **mail flow, meeting rooms configuration (MTR)** related issues.
- Performed **Sender/Domain/IP Address/URL -Allow/Block list** in **Threat policies**(Anti-Spam, Anti-Phishing, Connection filtering, Tenant Allow/Block List).
- **Responded to more than 5000 requests** to assist user and make decisions, worked towards user satisfaction, improved end-user experience.
- Applied required actions in dealing with **incident**, **problem** and **change management** processes.
- **Created more than 10000 Exchange mailboxes** (User, Shared, Resource) and External contacts via EAC and through **PowerShell** cmdlet.
- Performed creation/modification/deletion of **security groups**, **distributions groups** on **AD** end.
- Applied required permission on **security groups**.
- Identified and resolved **Exchange mailboxes**, other **outlook** related issues by troubleshooting in order to make client/customer happy.
- Assisted team members implementing action plans to address system access issues, to manage workload and responsibilities for self and subordinates in order to maintain SLA customer service and volume of work effectively.
- Installed regular **software upgrades**, **new patch installation** for Exchange servers, **Mitigate Exchange Vulnerabilities**, **mailbox migrations.**
- **Migrated** more than **2000 mailboxes** from **Exchange 2013** environment to **Exchange 2019 (Hybrid)** environment.
- Maintained uptime by pro-active management and monitoring/performing **server health checks** regularly to minimize disruptions to **mail-flow**.
- Updated tracking spreadsheets with latest planned action/activity and **exchange server** information.
- Reported all suspicious activity or non-compliant access rights to management.

Analyst Collabera, Noida, Uttar Pradesh Feb 2019 - Oct 2019

- Validated administering for identity and security access for user and functional accounts within **Active Directory** Infrastructure.
- Evaluated security administration on various platform and system, ensuring access is granted as per Control policy, established **standards** and **procedures**.
- Prioritized workload in order to ensure that **Service Level Agreements** are met.
- Helped customers/clients by answering question and guiding end user.
- Prioritized request in order to provide problem resolution and make customer/client satisfied.
- Supported and aligned efforts to meet business and customer needs.

EDUCATION

Bachelor Of Technology:Aligarh College Of Engineering and70% Computer Science Technology Apr 2014 - Jun 2018

CERTIFICATIONS

Microsoft 365 Certified: Messaging Administrator Associate   Jan 2023 - Jan 2025

LANGUAGES

English | HINDI: Native Speaker

DECLARATION

Hereby declare that all the statement in this document is true, complete and correct to the best of my knowledge and belief.

(Akhil Kumar)