

# ADITYA ANAND SHAHAPUR

## Messaging Administrator

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## Summary

Flexible hard worker ready to learn and contribute to team success. Goal-oriented professional with experience in settings. Forward-thinking when reviewing project requirements to determine precise solutions. Composed professional when working under tight schedules and limited budgets to achieve innovative designs meeting and exceeding objectives.

## Skills

Expertise: Microsoft Exchange Server • Office365 • Active Directory • Technical Analysis • Technical Support

## Experience

Reserve Bank Information Technology Pvt. Ltd.

Navi Mumbai

Lead Engineer IT Infra

09/2023 - Present

- Contributed to the documentation of Statement of Work and Transition plan for RBI's Mail Messaging Support project in collaboration with internal team.
- Co-ordinated with vendor team to comprehend Mail Messaging IT Infra set up and process for upgrading and maintaining IT Infra.
- Gained knowledge of effective practices for providing end user support.
- Collaborated with internal IT team to successfully implement hybrid Configuration Wizard.
- Worked on Business continuity plan with vendor team.
- Currently working with Datacenter and assisting with Active Directory Administration and Microsoft Exchange Server Administration.

LTIMindtree

Hyderabad

Technical Lead

09/2022 - 09/2023

- Managed and directed a team of 10 resources as the Technical Lead.
- Assisted team with Client Connectivity issues related to Exchange Server 2013,2016 &2019 which includes Outlook connectivity (MAPI / RPC over HTTPS), OWA, Autodiscover, Certificates, ActiveSync, Federation, Cross/Forest free busy scenarios, cert Based authentication for ActiveSync and OWA.
- Assisted team with mail-flow issues for Inbound\Outbound mail flow troubleshooting on Exchange Server 2013,2016 &2019.
- Assisted team with managing mailbox databases, backups, repair, recovery process, installation of Exchange Servers, updating CU updates, security updates, and Windows patches.
- Provided assistance to team in resolving Hybrid Configuration Wizard related issues, including mailbox migration from Exchange On-Prem to Exchange Online, Microsoft Teams integration with Exchange Server On-premises, and hybrid autodiscover and free busy issues.
- Conducted triages on Exchange Server On-Premises, Office365, and Active Directory for the team.
- Conducted routine case reviews of colleagues' support tickets, offering assistance with action plans as needed.
- Worked with customers on the issues related to Exchange Server On-premises and Office365 to provide resolution on escalated cases.
- Worked on basic Active Directory issues, including checking Group policies, OU Management, transferring and seizing FSMO roles, and resolving replication issues.

## Experience

Concentrix India Services Pvt. Ltd.

Bangalore

Technical Lead

05/2020 - 07/2022

- Assisted customers in resolving issues related to Microsoft Exchange On-premises Servers and Office365 by participating in escalation calls.
- Managed and oversaw the performance of a team consisting of 9 resources in the role of Senior Escalation Engineer.
- Implemented resolutions for client connectivity, mail flow, and mailbox database management as part of Senior Escalation Engineering role.
- Provided support for Microsoft Professional Customers in the US, UK, and Asia Pacific region.
- Assisted customers with resolving issues related to Microsoft Exchange Server 2013, 2016, and 2019 installations, troubleshooting, mailbox migration and server upgrades. Assisted customers in applying CU updates, hot fixes, and security updates to Microsoft Exchange Servers.
- Provided support for Client Connectivity architecture, configuration and troubleshooting of various issues including Outlook, ActiveSync, Owa,ECP and free busy calendar.
- Assisted customers with decommissioning, deployment, database management, and administration for Exchange Server 2013, 2016, and 2019.
- Assisted customers with Inbound\Outbound mail flow troubleshooting for Exchange Server 2013,2016 &2019 and Office365.
- Provided support to customers in setting up Hybrid Configuration Wizard and resolving issues pertaining to mailbox migration from Exchange On-premises to Exchange Online. Resolved various issues pertaining to hybrid autodiscover and hybrid mailflow, as well as federation free busy and the integration of Microsoft Teams with Exchange Server On-premises versions 2013, 2016, and 2019.
- Worked on basic Active Directory issues, including checking Group policies, OU Management, transferring and seizing FSMO roles, and resolving replication issues.
- Provided necessary inputs and guidance to support team members with their support tickets.
- Conducted knowledge sharing sessions with team members on Exchange Server On-premises, Office365, and Active Directory.
- Commenced employment as a Senior Escalation Engineer with expertise in Microsoft Exchange On-Premises and Office365, eventually earning promotion to Technical Lead.

Netmagic solutions Pvt. Ltd.

Mumbai

Senior Engineer Global Service Delivery.

11/2019 - 05/2020

- Implemented effective incident management practices for network and windows issues.
- Ensured prompt resolution of issues by coordinating with appropriate teams according to SLA guidelines.
- Collaborated with the NOC Team to troubleshoot and solve Windows and Network problems.

Wipro Ltd.

Navi Mumbai

Technical Consultant

02/2017 - 10/2019

- Started working as a 'Technical Consultant' for Microsoft Exchange On-Premises, and then as an Office 365 ambassador.
- Assisted customers with issues related to Microsoft Exchange Server On-Premise infrastructure, catering to Microsoft Professional Customers based in the US, UK & Asia Pacific region.
- Managed installation and troubleshooting tasks for Microsoft Exchange Server On-premises editions including 2010, 2013, 2016, and 2019.
- Offered assistance to customers during the transition and upgrade phases for multiple Exchange server versions such as 2010, 2013, 2016, and now also including version 2019. Facilitated the application of Service Packs, Hot fixes, CU updates, and Security Updates efficiently on Microsoft Exchange Servers.
- Provided support for Client Connectivity architecture and configuration, including Outlook connectivity (MAPI / RPC over HTTPS), OWA, Autodiscover, Certificates, ActiveSync, etc.
- Addressed challenges with Federation free busy, Cross/Forest free busy, and Cert Based authentication for ActiveSync, OWA, and ECP.
- Provided troubleshooting support for inbound and outbound mail flow on Exchange Server On-premises 2010, 2013, 2016, and 2019 while also managing message hygiene against spam attacks.
- Worked on decommissioning, deployment, and database management of Exchange Server in versions 2010, 2013, 2016, and 2019.
- Worked on implementing and supporting security policies, such as data retention, with Retention Policies and Retention Tags.
- Conducted crash and performance analysis while implementing upgrades and improvements on environment.
- Demonstrated strong proficiency in managing Exchange Management Shell, executing Message Tracking, and conducting Log Analysis.
- Assisted customers in planning the decommissioning of legacy Exchange Servers and provided support in developing migration strategies for transitioning to a new environment.
- Contributed to the process of domain verification and setup of DNS configuration for Office 365.
- Provided support to customers experiencing Client Connectivity and Mail Flow issues with Office 365, as well as migration issues with hybrid deployment. Implement and support security policies, such as data retention with Retention Policies and Retention Tags.
- Guided customers with managing Exchange Online users, managing recipients - creating, modifying, deleting, shared mailbox, and recovering deleted emails. Provided support to clients for establishing Journaling and managing Azure Active Directory administration tasks.
- Active Directory support and Administration (Group Policy, Permissions, Account Provisioning). Assisted clients with running Audit Reports as well as other available reports in Security and Compliance Center.

## Experience

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Orient Technologies Pvt. Ltd.

Navi Mumbai

Network Support Engineer.

08/2015 - 02/2017

- Responsible for monitoring network status.
- Remotely monitored network and client end connectivity using NMS tools like Flex master, Zone director, and Telnet.
- Monitored ping response of Access Point and client end devices by accessing Core Routers through telnet in operational cities to identify connectivity and speed issues.
- Utilizing technical data from NMS tools to promptly address client complaints, partnering with NNOC Team or field team to troubleshoot network or connectivity issues via ticket creation in Siebel application.
- Checking radio link through Capstone, and taking access of switch to check the VLAN status and port status.
- Played a key role in ensuring the smooth operation of network systems through implementation, troubleshooting, and maintenance activities.
- Perform routine network maintenance checks.

## Education

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Sou. Venutai Chavan Polytechnic.

Pune

Diploma in Electronics & Tele-Communication

07/2006 - 06/2009

Sinhgad Junior College for Arts, Commerce & Science.

Pune

HSC 12th

07/2004 - 06/2006

Sinhgad Spring Dale School

Pune

SSC 10th

06/2001 - 06/2004

## Training / Courses

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Microsoft 365 Certified: Messaging Administrator Associate — Microsoft