

AMAL V NATH



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EDUCATION

B.Tech, Electronics And
Communication Engineering
University of Kerala,
Thiruvananthapuram, Kerala
April 2016

- First Class with Distinction
- GPA: 8.06 CGPA

PROFESSIONAL SUMMARY

Senior Microsoft Identity & Collaboration Consultant with 8+ years of expertise in Active Directory, Exchange Server, Entra ID, and Microsoft 365 services. Proven track record of leading L3 team, designing secure identity solutions, and optimizing hybrid environments for Fortune 500 clients. Adept at strategic planning, cross-functional team leadership, and solving complex authentication/messaging challenges. Passionate about aligning technology with business goals through: End-to-End Ownership: Leading AD/Exchange to Entra ID/M365 transitions with minimal downtime. Security-First Mindset: Hardening environments via Zero Trust, RBAC, and Conditional Access. Consultative Approach: Translating technical solutions into ROI-driven business outcomes.

WORK HISTORY

January 2024 - Current

Tata Consultancy Services - IT analyst (M365 Administrator), Kochi, Kerala

- Spearheaded **end-to-end IAM projects**, including **AD migrations, Azure AD implementations, and hybrid identity solutions**, ensuring seamless integration and minimal downtime.
- Provided **L3/L4 support** for **Active Directory, Azure AD, and federation services**, resolving critical incidents within SLA and conducting root cause analysis (RCA).
- Managed **Azure AD Connect synchronization**, troubleshooting replication issues and optimizing directory sync for **50,00+ users**.
- Designed and enforced **Group Policies (GPOs), security baselines, and access controls** in compliance with different security standard.
- Led **AD domain migrations**, including **FSMO role transfers, DNS reconfiguration, and trust setup**, ensuring zero business disruption.
- Implemented **Single Sign-On (SSO), Multi-Factor Authentication (MFA), and B2B/B2C integrations** using **SAML, OAuth, and OpenID**.
- Developed **technical documentation**, including **Operational Manuals, Design Documents, and RCA reports**, enhancing team knowledge and compliance.
- **Exchange Online** and **SharePoint** site administration
- **Led end-to-end eDiscovery cases** using **Microsoft Purview**, preserving and analysing **email, Teams, SharePoint, and OneDrive data** for legal/internal investigations.
- **Configured and managed DLP policies**, reducing data leakage incidents by **35%** through automated alerts and user education.

- **Spearheaded incident response** for security threats, leveraging **KQL Advanced Hunting** to identify malicious activities and enforce containment measures.
- **Automated compliance workflows** with **PowerShell and Microsoft Graph**, streamlining data collection and export processes.
- **Designed retention policies and litigation holds**, ensuring compliance with **GDPR and CCPA** while minimizing legal risks.
- **Integrated Microsoft Defender with Purview**, enhancing threat visibility and enabling proactive threat hunting across **O365, endpoints, and cloud apps**.
- **Trained 100+ end-users and IT teams** on eDiscovery best practices, reducing policy violations.

June 2021 - August 2023

Bosch Global Software Technologies - Process Lead- IT Partner, Coimbatore, Tamil Nadu

- **Deployed and maintained Exchange Server 2016/2019/Exchange Online** in hybrid environments, ensuring **99.9% uptime** for **20,000+ mailboxes**.
- **Implemented email security measures**, including **anti-spam, encryption, and transport rules**, cutting phishing attacks by **40%**.
- **Automated mailbox provisioning/deletion** via PowerShell, reducing manual workload by **50%**.
- **Resolved critical mail flow issues**, including **queues, NDRs, and connector failures**, ensuring uninterrupted business communication.
- **Collaborated with Active Directory teams** to synchronize user identities and enforce **RBAC (Role-Based Access Control)** for shared mailboxes.
- **Provided Tier 3 support** for Outlook clients, mobile device setups (ActiveSync), and **MFA-enabled access**.
- **Generated performance reports** for leadership, highlighting **server health, storage trends, and future scalability needs**.
- **SharePoint online administration - Implemented robust security policies**, including **RBAC, ADFS integration, and encryption**, reducing unauthorized access by **90%**.
- **Optimized SharePoint performance** through **indexing strategies, SQL tuning, and caching**, improving page load speeds by **50%..**
- **Developed custom PowerShell scripts** to automate **user provisioning, backup, and site collection management**.
- **Migrated legacy SharePoint 2013 to SharePoint Online**, ensuring **zero data loss** and minimal downtime.
- **Created comprehensive documentation**, including **architectural diagrams, operational guides, and disaster recovery plans**.

August 2019 - June 2021

Bhima Jewels Pvt Ltd - Officer - System Admin, Kochi, Kerala

- Managed 50+ Windows Servers (**Active Directory, DNS, DHCP**), ensuring 99.9% uptime for 1000+ users.
- **Led M365 Migration** – Successfully transitioned 500+ mailboxes to Exchange Online with zero downtime.

- **Implemented Veritas NetBackup**, reducing backup failures by 40% and ensuring RTO < 4 hours.
- **Deployed FortiGate Firewall policies**, blocking 1,000+ monthly threats by creating robust policies and securing remote access via **VPN**.
- Built **Hyper V** clusters for high availability, improving VM performance by 30%.
- Spearheaded new store setups – Procured hardware, configured network infrastructure, and coordinated vendors.
- Automated patch management (**WSUS**), cutting manual patching time by 50%.

July 2016 - August 2019

Inspirisys Solutions Ltd - Engineer Technical Support, Kochi, Kerala
Incident Response & Troubleshooting

- Resolved 100+ critical **AD** incidents (replication failures, authentication outages) with <1-hour MTTR (Mean Time to Resolution).
- Investigated **Kerberos/LDAP failures**, reducing ticket volume
- Led emergency responses to Zero-Day vulnerabilities applying patches/registry fixes within 4-hour SLAs.

Active Directory Health & Optimization

- Fixed sites/subnets misconfigurations, improving cross-site replication
- Automated **DNS** health checks (scavenging, SRV records), eliminating 99% of stale record issues.

Security & Governance

- Enforced least-privilege **GPOs**, cutting unauthorized access incidents by 60%.
- Partnered with SOC to investigate suspicious netlogon events, mitigating brute-force attacks.
- Documented AD recovery playbooks, reducing disaster recovery time from 8 hours to 2 hours.

Windows Server Management

- Managed 200+ servers (2012R2/2016/2019), achieving 100% patch compliance via automated WSUS.
- Resolved hardware/OS-level tickets (BSOD, boot failures) with 99% success rate.
- On-call rotation for Tier 3 escalations, maintaining 24/7 uptime for critical identity services.

CERTIFICATIONS

Microsoft Azure Fundamentals: AZ 900, 09/01/22, 08/31/24

SKILLS

- ✓ Active Directory & Azure AD (Entra) – Administration, Migration, DC Promotion, GPO Management
- ✓ Identity & Access Management (IAM) – SSO, MFA, Federation (ADFS, Entra ID), B2B/B2C

- ✓ Directory Services – AD Forest, Trusts, DNS, DHCP, FSMO Roles, SIEM Log Monitoring
- ✓ Azure AD Connect – Synchronization, Troubleshooting, Hybrid Identity Management
- ✓ IAM Protocols – OAuth, OpenID, SAML, LDAP, Kerberos
- ✓ Scripting & Automation – PowerShell for Bulk AD Operations, User Provisioning
- ✓ Technical Documentation – SOPs, Design Documents, RCA Reports
- ✓ Client Engagement & Problem-Solving – Escalation Handling, RCA, Global Team Collaboration
- ✓ Exchange Server Administration – Installation, Configuration, Patching, Upgrades
- ✓ Public Folder Management – Migration, Permissions, Replication Troubleshooting
- ✓ Email Security & Compliance – Anti-Spam, Anti-Malware, Retention Policies, DLP
- ✓ Exchange Hybrid Environments – Integration with Azure AD, Exchange Online
- ✓ Mail Flow & Connectors – SMTP, Send/Receive Connectors, Transport Rules
- ✓ PowerShell Scripting – Automation of Mailbox Management, Bulk Operations
- ✓ Performance Monitoring – Proactive Health Checks, Capacity Planning
- ✓ End-User Support – Outlook Configuration, Shared Mailboxes, OOF Settings
- ✓ Collaboration Tools Integration – Teams, SharePoint, Active Directory Syncing
- ✓ Microsoft Purview eDiscovery – Advanced eDiscovery, Content Search, Litigation Hold, Case Management
- ✓ Data Governance & Compliance – Data Loss Prevention (DLP), Azure Information Protection, Retention Policies
- ✓ Threat Detection & Response – Incident Investigation, KQL Hunting, Mail Flow Analysis (SMTP, Mail Relays)
- ✓ Security & Compliance Tools – Microsoft Defender for O365, Auditing, Information Barriers, Records Management
- ✓ Automation & Scripting – PowerShell, Microsoft Graph API for Bulk Operations
- ✓ Legal & Regulatory Standards – GDPR, CCPA, eDiscovery Workflows, Custodian Management
- ✓ Reporting & Analytics – Trend Analysis, Security Posture Dashboards, Compliance Reporting
- ✓ Team Leadership – Training, Mentorship, Incident Response Coordination
- ✓ Windows Server Administration (2008/2012/2016/2019) – AD, DNS, DHCP, WSUS, WDS
- ✓ Virtualization & Storage – VMware vSphere, Hyper-V, SAN/NAS Management
- ✓ Cloud & Backup Solutions – M365 Migration, Veritas NetBackup, Disaster Recovery
- ✓ Network Security – FortiGate Firewall, Site-to-Site VPN, Patch Management
- ✓ Project Leadership – Infrastructure Rollouts, New Site

Deployment, Vendor Coordination

✓ End-User Support – Troubleshooting, Patching, System Optimization

✓ Active Directory & Azure AD – Incident Response, Replication, Trust Relationships

✓ Security & Compliance – GPO Enforcement, Patching, Vulnerability Mitigation

✓ Authentication Protocols – Kerberos, LDAP, NTLM, RDP, SSO

✓ DNS & Network Services – SRV Records, Netlogon, NTDS, Site Topology

✓ Monitoring & Reporting – Event Log Analysis, Trend Identification, SLA Compliance

✓ Windows Server Management – Patching, Upgrades, Hardware Troubleshooting

✓ Cross-Team Collaboration – Security, Networking, and Application Teams

✓ Migration & Upgrades – SharePoint 2013/2016/2019 to SharePoint Online

DISCLAIMER

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge.,

23/05/2025

Amal V Nath