

DHEERAJ KUMAR

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 New Ashok Nagar , Near Metro Station, Delhi

Career Objective

Experienced IT Engineer with 4+ years of expertise in server administration, cloud computing, and enterprise IT support. Specialized in Active Directory, Azure, BigFix, Office 365, and Exchange Server. Currently working as an Active Directory Administrator L2 at Kyndryl (Client: SUDLIFE), managing secure identity infrastructure and directory services. Seeking a challenging role to apply technical skills, drive infrastructure reliability, and contribute to organizational success.

Professional Experience

Active Directory Administrator L2

Kyndryl (Client: SUDLIFE)

 May 2025 – Present

- Administer and maintain Active Directory infrastructure, ensuring secure and efficient user lifecycle management.
- Design and implement Group Policies for access control, security hardening, and compliance.
- Manage Organizational Units (OUs), permissions, and delegation models to support business structure.
- Perform AD cleanup, stale object removal, and replication health checks.
- Support hybrid identity solutions with Azure AD Connect and synchronization.
- Troubleshoot authentication issues, policy conflicts, and replication errors.
- Collaborate with security and compliance teams to enforce identity governance.
- Document AD architecture, change management procedures, and operational workflows.

BigFix Administrator / Wintel Engineer / Server Administrator

InfoEdge India Ltd.

 May 2021 – May 2025

- Managed IT infrastructure across multiple sites, ensuring uptime and reliability.
- Administered Windows servers and resolved hardware/software issues.
- Improved customer satisfaction by 25% through proactive support.
- Reduced system vulnerabilities by 30% via BigFix patching across 5000+ endpoints.
- Developed custom Fixlets, improving deployment speed by 40%.

- Led server installations and upgrades for high availability.
 - Conducted health checks and troubleshooting to meet evolving business needs.
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Academic Qualifications

- **MCA (Pursuing)** – Andhra University (2023–2025)
 - **Bachelor's Degree** – Mithila University (2018–2021)
 - **Diploma in IT** – A-SET Training & Research Institute, Noida (2018–2019)
 - **12th Grade** – Bihar Board (2016–2018)
 - **10th Grade** – Bihar Board (2016)
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Technical Skills & Expertise

Area	Responsibilities & Tools
Active Directory Admin	User lifecycle management, OU structuring, Group Policy design, AD cleanup, replication health checks, access control, secure authentication
Azure AD & Hybrid Identity	AD Connect, synchronization, RBAC, secure authentication mechanisms
BigFix Tool	Patch management, compliance baselines, license management, custom software deployment
Office 365 Admin Portal	License and mailbox management, distribution lists, shared mailboxes
Exchange Server	Mailbox provisioning, access control, policy enforcement
Server Management	Installation/configuration of AD, DNS, DHCP, FTP, IIS, backup servers
IT Operations	Infrastructure uptime, performance optimization, issue resolution
Hardware Support	OS/software installation, hardware troubleshooting, system assembly
Software Support	Installation, configuration, updates, troubleshooting proprietary/third-party software

Strengths

- **Excellent Communication** – Clear articulation of technical concepts and team collaboration
- **Problem Solver** – Efficient resolution of complex issues

- **Adaptability** – Thrives in dynamic environments
 - **Ambitious** – Committed to growth and excellence
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Interests

- Exploring emerging technologies and IT innovations
 - Participating in creative workshops
 - Traveling and cultural exploration
 - Networking and meaningful conversations
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