HARSHA V

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SUMMARY:

Overall, 2.8 years of experience in the field of Information Technology with working experience on Microsoft O365 and Azure Active Directory implementation and Administration. Deployments and support of O365 Enterprise Environment.

EMPLOYMENT DETAILS:

Hi Tech Informatics (Client- ABFRL / Kyndryl).
Designation: M365 Admin March 2025-Till
Roles & Responsibilities:

- Administration of Office365 environment at L2-L3 level.
- Office 365 Security and Compliance administration (Classification, Data loss prevention, Records Management, Data governance Supervision, Mail Flow data privacy eDiscovery, Data Investigations, Reports)
- SharePoint & OneDrive Administration (Site management, File sharing, Access Control, file sync, Storage, Device Access, Data Migration)
- Azure active directory administration. (User Creation, Deletion, Password Reset, AAD SSO, Identity Protection, Grap app authentication, Identity governance, Conditional access policy).
- Exchange Online Administration (Mailbox, Groups, Resources, Transport rule, Connectors...)
- Experiences in mailbox, OneDrive and sharepoint site data migration from different platform to O365
- Defender for Office 365 & Endpoint Administration (Threat Policies, Message trace, Quarantine Mails, Mail Explorer for managing mails & Device vulnerability management)
- Experienced in DLP, eDiscovery, Data Retention, Sensitivity labels, Content Search, Information Barriers.
- Microsoft Teams administration (User Management and Permissions, Messaging and Meeting policies, Call Quality drops, Teams device managements)
- Experience In Mobile app management & mobile device management, EPM, EDR, Device Enrollment, Device management...).
- Experience in veritas mailbox journaling.
- License management for O365.
- Experienced in user mailbox properties such as legal hold, online archive.
- Maintaining security by monitoring the system for potential vulnerabilities, identifying risks, and taking action to mitigate them.
- Troubleshooting technical issues such as email delivery failures or authentication problems
- Managing the deployment of new features or functionality after they have been tested in a staging environment.
- Creating reports about the usage of Office 365 and identifying potential areas for improvement based on the data collected.
- Experience in Manage Engine Ticketing Tool.
- Experience in Deploying of new VM and applications, Monitoring of VM's to ensure optimal performance and reliability.
- fundamental familiarity with VMware vSphere, ESXi and vCenter Server.
- Installation, Configuration and Implementation of Active Directory Domains

LDS Infotech PVT LTD.

       Designation: O365 Engineer July 2023–March 2025

       Roles & Responsibilities:

- Mail Migration from Gsuite, Netcore, Zimbra, or any other solutions to Microsoft 365.
- Office 365 Complete suite administration.
- Mail Clients configuration backup &Troubleshooting
- Implemented Microsoft Intune MDM solution for corporates and education.
- Implemented Hybrid active directory configuration for corporates.
- Azure Active Directory identity management, Microsoft security, and compliance management.
- Teams' implementation.
- Installation, configuration, and support of Microsoft Office 365 products.
- Microsoft VLSC, Office 365, and M365 License products.
- Coordinates with IT FMS engineers regarding issues with any products in the customer place. Communicated closely with the Head of Operations regarding the needs, concerns, or issues in the office.
- Managed a team of 3 administrative assistants to see that tasks were completed on time and of high quality.
- Provided detail-oriented administrative support to 15+ co-workers to ensure efficient office operations.
- Communicated with customers' perspectives clearly while collaborating with internal departments.
- Assisting the customer to perform the initial steps to troubleshoot and fix the issues while implementing hardware and software products.
- Windows Up-gradation support (Windows 7,8,8.1 to Windows 10 pro or Enterprises E3).
- Windows Server AD Implementation.
- Reviewing current system security measures and recommending and implementing enhancements.
- Coordinate with corporates, educational institutes, and all the sectors to gather requirements and collaborate with OEMs and distributors for the implementation.

CERTIFICATIONS & TRAINING:

- Microsoft Azure 104 (Administrator).
- Microsoft identity and Access Administrator Associate
- EGD01-BarracudaEmailProtection-EmailGatewayDefense-Foundation.
- Fortinet NSE2 Network Security Associate

Educational Qualification:

Bachelor of Computer application (2019 - 2023) From Vivekananda institute of Management Bangalore Affiliated by Bangalore City University.