G. Naveen Pandi

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JOB OBJECTIVE:

Overall Experience in IT 8+ years with a successful, multi skilled and motivated professional seeks to undertake a challenging, senior and strategic position within a reputed organization and work towards achievement of goals to obtain a challenging and growth-oriented position with my knowledge, experience and rise to eminence by utilizing my talents with dedication, determination and sincerity.

EDUCATION:

Degree	University	Year
H. S. C.	Mumbai	2011 to 2012
S. S. C.	Mumbai	2009 to 2010

WORK EXPERIENCE:

I. **Worked as Team Lead at (CLOUDSTRATS TECHNOLOGIES PVT LTD.)Duration (2015 to 2023)**

   ➢ Handling Remote support IT and service desk issues for the IT department.
   ➢ Installing Software, patching, upgrading, and maintenance of operating systems.
   ➢ Responsible for web service administration.
   ➢ Installing complex hardware/software and upgrades to ensure that work isperformed as per the company policy.
   ➢ Interaction in online computer forums and assisting people in trouble shootings.
   ➢ Responsibility for overall setup and day to day activities, management of team and facility.
   ➢ Managing Office 365 Partner portal for managing license more then

350+ Customers
- Leading the Migration projects .
- Helped Customers to onboard the Office 365 by migrating the mailbox any platform.
- Responding to user inquiries Managing tickets (creating, Updating, providing End User Support.
- Managing the users O365 infra (Cloud & hybrid) using Active directory & Azure Active Directory.
- Configuring of SPF, DKIM, DMARC, Relay server.
- Microsoft Azure Support, VM creation, Subscription Migration, SSL Implementation.
- Managing Customer Partner center, Tenant Server Management, Upgrades, Migrations, Handling office 365 Production.
- Server Management, Upgradation, Migration, Handling Production in live Environment.

- **PROJECT:**

Zimbra to O365 Migration
Migrated more than 7000+ mailboxes from On-premises.

- **Exchange On Prem to O365 Migration**
Migrated 1600+ mailboxes from Exchange On-premises email solutions to Exchange Online.

- **Gsuite to O365 Migration**
Migrated more than 1000 mailboxes from Gsuite to Exchange Online along with Data backup.

II. **Worked as Senior Administrator at (Epitome Research Services pvt ltd.) Duration (2023 to 2024)**

- **Administrative Leadership:** Lead and manage administrative staff, providing guidance and support to ensure smooth operations.
- **Office Management:** Oversee daily office operations, including facilities management, supplies procurement, and vendor management.
- **Project Coordination:** Coordinate and manage projects, including scheduling, budgeting, and resource allocation.
- **Policy Development and Implementation:** Develop and implement office policies and procedures to ensure efficiency and compliance.
- **Communication:** Serve as a primary point of contact for internal and external stakeholders, ensuring effective communication and information flow.
- **Record Keeping and Documentation:** Maintain accurate records, files,

and documentation, Company Assets and ensuring compliance with organizational standards and legal requirements.

➤ **Budget Management:** Assist in budget preparation and monitoring, ensuring resources are allocated appropriately and expenses are controlled.

➤ **Problem Solving:** Address and resolve administrative issues and challenges, using critical thinking and problem-solving skills.

➤ **Technology Proficiency:** Proficient in using various office software and systems, including Microsoft Office Suite and project management tools.

III. <u>Currently Working as Service Desk Engineer at (Allied Digital Service Pvt Ltd) Feb 2024</u>

➤ <u>Issue Tracking</u>**:** Working on JIRA ticketing tool to resolve the end user issue **Created, prioritized, and tracked issues (or tickets) throughout their lifecycle, ensuring timely resolution and communication with stakeholders.**

➤ <u>Project Management</u>**:** Used JIRA to plan and manage projects, including creating and assigning tasks, setting deadlines, and monitoring progress.

➤ <u>Reporting and Analytics</u>**:** Generated reports and dashboards in JIRA to track key performance metrics, identify trends, and inform decision-making.

➤ <u>Customization</u>**:** Customized JIRA workflows, fields, and screens to align with project requirements and improve team productivity<u>.</u>

SPECIALITIES:

➤ Strategy - Solution designing & optimization, Consulting, Licensing, SLA management.

➤ Focus Areas - Microsoft 365 Administrator, Exchange Administrator, Teams Administrator

➤ Virtualization - Desktop, Server & Network using Microsoft.

SKILLS:

➤ <u>Office 365 Administrator</u>**:**
Managed user accounts, licenses, and permissions in Office 365, ensuring proper access and security settings. Security and Compliance, Trouble shooting and end user support, Migration and upgrades, Monitoring and reporting etc.

➤ <u>Exchange Server Management:</u>
Configured, installed, and maintained Exchange Server environments, including mailbox databases, transport rules, and connectors. User Management, Email Routing and Delivery, Collaboration and

Integration, Patch Management and updates etc.

➢ Virtual Machine Provisioning:
Creating and deploying VMs, configuring virtual hardware settings, and managing VM templates to streamline the deployment process. Resource Management, Networking, Storage Management, Back-up and Disaster Recovery, Monitoring and Performance Optimization etc.

➢ Team Leadership:
Lead, mentor, and motivate helpdesk staff to provide exceptional customer service and technical support. Workflow Management, Ticket Management, SLA Compliance, Customer Communication, Problem Solving, Quality Assurance, Training and Development, Vendor Management etc.

➢ License Allocation:
Allocate CPP licenses to customers and partners based on their requirements and entitlements. License Renewal and Expansion, License Compliance, User Management, Customer and Partner Support, Vendor Management, Cost optimization etc.

HOBBIES:

➢ Playing football, listening to music and travelling.
 paintings etc.

PERSONAL DETAILS:

➢ Date of Birth   : 19th May 1991
➢ Marital Status   : Married
➢ Sex   : Male
➢ Languages   : Hindi, Marathi, English,   and Tamil
➢ Preferred location   : Mumbai

DECLARATION:

➢ I hereby declare that the information mentioned above is correct up to my knowledgeand bear the responsibility for the correctness of the mentioned particulars.

Place	**Mumbai**
Date	Naveen Pandi