

Prayas Tarsekar

Email: tarsekarprayas@gmail.com

Mobile: 9763789604

Address: Shahu Nagar, Manewada, Nagpur- 440034

[linkedin.com/in/prayas-tarsekar057400355](https://www.linkedin.com/in/prayas-tarsekar057400355)

Skills

Azure

Microsoft 365

Exchange Online

AAD (Azure Active

Directory)

Migration

Security

Windows

Linux

Troubleshooting

Networking

IAM

IT Support

Remote Support

Objective:

To work for an organization which provide me the opportunity to Enhance My knowledge and utilize my skills for the development of organization and for Personal Growth.

Profile Summary:

Results-driven Azure 365 Administrator & IT Support Specialist with 3+ years of experience managing Microsoft 365 services (Exchange Online, Intune, SharePoint, Teams, OneDrive) and supporting 8,000+ users across India. Skilled in user management, cloud security, endpoint compliance, and enterprise IT support, with a proven track record of reducing support tickets, ensuring seamless migrations, and delivering VIP/Executive-level support

Work Experience:

Company: **TATA AIG (Payroll Microland)**

Designation: **Senior Engineer- Field Services**

Duration: **8th Sep 2022 to 20 Aug 2024**

Company: **Bajaj Finance (Payroll Vindhya E Infomedia PVT LTD)**

Designation: **Email Support**

Duration: **7th March 2022 to 30th July 2022**

Company: **Calderys Refractories (Payroll Payfin Solutions PVT LTD)**

Designation: **Design Engineer**

Duration: **2nd Jan 2020 to 31th Dec 2020**

Work Summary:

- Experienced Azure 365 Administrator and IT Support Specialist with proven expertise in managing Microsoft 365 services including Exchange Online, SharePoint, Teams, Intune, and OneDrive for Business
- Skilled in user account provisioning, license management, mailbox configuration, and security compliance across enterprise environments.
- Successfully implemented Multi-Factor Authentication (MFA) and Conditional Access Policies to strengthen security posture for end-users.
- Hands-on experience in Azure Active Directory (AAD) management, including group policies, password resets, role assignments, and single sign-on integration.

- Coordinated data migration from on-premises to Microsoft 365 ensuring smooth transition with minimal downtime and maximum data integrity.
- Expertise in email flow troubleshooting, spam filtering, and retention policy configuration to optimize collaboration and communication.
- Proficient in endpoint management through Microsoft Intune, ensuring secure device compliance for Windows, iOS, and Android devices.
- Recognized for reducing support tickets by 20% through proactive monitoring, automation, and effective user training.

Technical & Support Responsibilities:

- Provided prompt IT support to 245 on-site systems and 8,000+ users across India, including desktops, laptops, network printers, and 48 VIP users including CEO.
- Delivered remote management and troubleshooting via Viewer, VMC, and Remote Desktop to resolve Windows and software issues.
- Expert in MS Outlook configuration, management, troubleshooting, and backup/restore processes.
- Installed, configured, and troubleshot all applications used across the company to ensure smooth business operations.
- Handled customer escalations with root cause analysis and permanent solutions to minimize downtime.
- Troubleshot issues related to operating systems, applications, file system permissions, and ownership management.
- Performed installation, customization, and administration of Windows 7/10 and Linux (Ubuntu).
- Configured new user profiles, IP addresses, and LAN connectivity.
- Installed and supported HP & Canon printers/scanners including driver configuration and troubleshooting.
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Education Details:

Course	College/ University	Year	Percentage
B.E. (Mechanical)	Rashtrasant Tukaloji Maharaj Nagpur University	2022	76%
Diploma (Mech.)	MSBTE	2018	52%
SSC	Maharashtra state Board	2011	86%

Declaration: I hereby Confirm that the above-mentioned details are up to my knowledge.