Email | Print

KAUSTUBH PHATAK Featured

Technical Lead Office 365

Current Designation: Technical Lead	Total Experience: 2 Year(s) 6 Month(s)
Current Company: Gigmo Solutions Pvt. Ltd.	Notice Period: 15 Days or less
Current Location: Mumbai	Highest Degree: B.Tech/B.E. [Information Technology]

Pref. Location: Bengaluru / Bangalore,Mumbai,Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Team Lead/Tech Lead

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Technical Lead,Team Lead,Active Directory,HTML,CSS,JavaScript,MongoDB,Office 365,Exchange Server,Exchange Administration,Active Directory Administration

Verified : 📞 **Phone Number** | **Email - id**

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

Jump to Section   **Work Experience** | **Education** | **IT Skills** |

Summary

Result-oriented Professional with over 2 years of experience in Office365.

Work Experience

Gigmo Solutions Pvt. Ltd. as Technical Lead
Aug 2020 to Till Date

Providing an action plan to aligned engineers on cases with a technical roadblock.
* Represent technical roadblock cases/issues within the team to subject matter experts.
* Review cases from a hygiene and technical perspective and generate report.
* Document and report bugs with supporting data.
* Promote knowledge sharing within the team.

Gigmo Solutions Pvt. Ltd. as Freelance Support Engineer
May 2020 to Jul 2020

Research and troubleshoot in different technologies in M365 such as Teams , Exchange online , SharePoint Online, OneDrive for Business, etc.
* Maintain documentation about the issues being reported.
* Collaborate with Technical lead for the issues with technical road block.
* Undertake and drive customer education about M365 technologies wherever necessary.
* Practise customer handling skills and maintain good customer perception while working on different issues

Wipro as Technical Consultant
Jun 2018 to Mar 2020

Worked with Active directory synchronization issues (Soft Match, Hard Match, AAD Connect)
* Mailbox migration using different methods such as PST migration, staged migration, Hybrid migration.
* Have analysed mail flow NDR issues and addressed them.
* Handled Spam and Malware issues.
* Worked with HTML signatures in Email.
* Worked with Security and compliance centre in office365.
* Identifying and reporting Bugs with supporting logs such as PSR, Page source, fiddler traces, etc.

^ Back to Top

Education

UG: **B.Tech/B.E. (Information Technology)** from **MES Pillai's Institute of Information Technology, Navi Mumbai** in **2017**

IT Skills

Skill Name	Version	Last Used	Experience
HTML, CSS, JAVASCRIPT			
Bootstrap, jQuery, NodeJS			
ExpressJS, Mongoose			
Mongodb			

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

Education

UG: **B.Tech/B.E. (Information Technology)** from **MES Pillai's Institute of Information Technology, Navi Mumbai** in **2017**

IT Skills

Skill Name	Version	Last Used	Experience
HTML, CSS, JAVASCRIPT			