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**PROFILE:**  
Seeking a position of Windows Admin | Active Directory | VMware admin | O365 exchange Online | Azure Cloud Engineer in an IT environment where I can use my experience and abilities in developing and managing virtual environments and be beneficial for the company.

## **Key Skills**

* Windows Administration (Server 2003, 2008, 2012, 2016)
* Office 365 Administration (Exchange Online, Teams, SharePoint)
* Azure Cloud Administration (IaaS, PaaS)
* VMware (ESXi, vSphere, vCenter)
* Active Directory & Group Policy Management
* PowerShell Scripting & Automation
* Disaster Recovery & Backup Solutions
* Security & Compliance (ISO 27001, DLP)
* SCCM Administration
* SEIM tool administration (SolarWinds, Manage Site24x7)

**EXPERIENCE:**

**Windows Server | VMware Admin | SEIM | SCCM – Technical Lead – IT | VertiSystem Global** – Oct 2018 – Present

* Provided remote support to US clients.
* Proficient in Microsoft Server 2003, 2008, 2008R2, 2012, and 2016.
* Expert in installing, configuring, and troubleshooting Windows 2008/2012 R2 and 2016 servers.
* Managed Active Directory, including user management and group policies.
* Experienced in Windows 2012 R2 Active Directory server administration.
* Administered Group Policy, Security groups, and OUs.
* Managed Windows 2012/2016/2019 servers and resolved IP issues.
* Developed PowerShell scripts for automation tasks on Windows servers.
* Managed and configured SolarWinds monitoring tools.
* Monitored and responded to hardware and software alarms.
* Handled daily server activities and maintained 99% server uptime.
* Performed system monitoring and reviewed logs.
* Managed user accounts, updates, patching, and software installations via GPO.
* Deployed patches and updates using WSUS and SCCM.
* Configured mail servers and managed DHCP and DNS.
* Specialized in VMware ESXi, and vSphere 6.5 with vCenter Management.
* Configured and administered ESX/ESXi Servers and resolved system outages.
* Designed and implemented VMware environments, including VM Workstation and VMware converter.
* Managed ESXi architecture, guest OS installation, VM priorities, cloning, and snapshots.
* Supported global virtual infrastructure and assisted with capacity planning.
* Performed host and server migration and updates in VMware.
* Remotely logged into Virtual Machines for troubleshooting and deployment.
* Created and managed Virtual Machines and policies using formulas and custom images.
* Managed VMware clusters for QA, development, and production.
* Addressed ESX and VM storage issues.
* Utilized VMware Update Manager for upgrades and patches.
* Deployed virtual servers using templates and cloning.
* Maintained user access and vCenter server maintenance.
* Increased disk space and imported virtual servers using VMware converter.
* Monitored and managed ESX servers and VMs performance.
* Installed applications, patches, and updates for Windows and UNIX/Linux servers.
* Troubleshot ESX host issues and utilized vSphere CLI commands.
* Installed and rebuilt servers, configured hardware, and maintained infrastructure systems.
* Created RHEL and Windows Virtual Machines as needed.
* Supported VMware ESX vSphere 6.5 across three data centers and over 1500 servers.
* Supported on-premises Active Directory with O365 (DirSync).
* Managed cloud environment activities and supported development teams.
* **O365 Exchange Online Admin - Key Responsibilities:**
* Resolved escalated tickets and technical issues for O365 admin center.
* Provided L3 support for troubleshooting and resolving technical issues via email and SNOW tickets.
* Specialized in Microsoft products including Word, Excel, PowerPoint, Outlook, Windows, Azure AD.
* Utilized Windows PowerShell for automating Office 365 procedures.
* Maintained user accounts, updated end users on issue statuses.
* Processed tickets addressing end-user issues with Service-Now and Zoho.
* Managed user provisioning and de-provisioning in all O365 plans.
* Extensive experience with Office 365, Teams, OneDrive, and SharePoint.
* Configured and troubleshooted issues with OneDrive for Business and SharePoint Online.
* Created users, groups, and distribution lists using O365 EAC and PowerShell.
* Performed root cause analysis on recurring issues and recommended solutions.
* Resolved queries related to Exchange Admin Centre and endpoint users.
* Managed and troubleshooted device compliance issues, such as disk encryption.
* Configured and managed multifactor authentication, including blocking, unblocking, and resetting MFA.
* Administered Data Loss Prevention policies and fine-tuned them.
* Conducted litigation and eDiscovery, mailbox management, and message routing.
* Documented all work performed through the ticketing system.
* Provided high-quality service to customers, meeting SLA and response time limits.
* Created SOPs, policies, and procedures documentation.
* Mentored and trained new employees and clients.
* Actively engaged with global teams to share knowledge and best practices.
* **Key Achievements:**
* Successfully migrated 350 users from G-Suite mailboxes to Microsoft 365.
* Developed automation processes using PowerShell to streamline operations.
* Played a key role in technical projects through design, build, test, and deploy phases.
* Supported installation, configuration, and troubleshooting of Office 365 across various platforms.
* **Azure Cloud Administration / Azure Cloud Engineer – IaaS - Key Responsibilities:**
* An analytical Cloud Architect with deep expertise in Azure with proficiency in Microsoft technologies possess over 5 years of hands-on experience.
* Architecture and Implementation experience with medium to complex on-prem to Azure migrations
* Successfully build scalable, resilient, secure, and cost-effective solutions on Cloud.
* Manage and deploy updates via Azure update manager.
* Provides technical assistance for all the servers desktops and services that apply to the deployed configuration
* Have good knowledge of Azure WVD publishing applications web server load balancing Resource Manager License Management
* Manage Azure Active Directory for Azure WVD related systems
* Manage and support Azure WVD Clusters HA systems
* Analyzed and developed technical solutions and architectural approaches to complex business problems from Proof of Concept to development, testing, production implementation, and support.
* successfully migrated complex, multi-tier applications to cloud. Implemented cost-control strategies.
* Document solutions proposal and provide specifications to the development team.
* Carrying out deployment, monitoring, and management tasks within implemented cloud structure.
* Determined severity of problems; resolves or refers to appropriate technical staff as appropriate to determine root cause analysis and correction.
* Responsible for incident/problem management and change management using ServiceNow.
* Escalated technical issues and coordinates with other teams to resolve problems and provide solutions
* Developed and maintained standard operating procedures and as built documentation.
* Deployment of Load Balancers, Application Gateway, SQL MI, Elastic Search.
* Implement Identity Management - Azure Policies and Locks
* Implement control Access with RBAC- Role-base Access Control
* Hands-on exposure with monitor resources in Azure
* Implement and manage Azure Storage.
* Implement and manage Azure vm backups.
* Deployment and manage virtual machine with Terraform Disaster recovery and business continuity planning and implementation
* Architecting Azure Infrastructure as a Service (IaaS), Platform as a Service (PaaS) Implementation.
* Implement and manage private endpoint.
* Implement and manage Azure VDI - Azure Virtual Desktop.
* Implement and manage NSG, VNet and VNet Peering.
* Deployment and manage Azure Web App, Function App and Key vault.
* Migrated OnPrem VM to Azure Cloud.
* Implement Azure File share with OnPrem file share.
* **SCCM Administrator:**
* Manage system administration activities, including system installation, maintenance, and troubleshooting.
* Perform software deployments, package creation, and software updates.
* Administer SCCM 2007/12/16, including creating, deploying, and managing SCCM clients.
* Assist in automating various processes, such as software deployment, patching, and user profile management.
* Assist Client in planning for an Operating System upgrade and Service pack upgrade and perform hardware, OS and application installations.
* Operating system Windows OS deployments via SCCM.
* Troubleshoot SCCM problems and provide timely and effective resolutions.
* Develop and implement SCCM policies, procedures, and best practices.
* Conduct regular SCCM performance analysis and provide recommendations to improve system performance.
* **SOC Analyst:**
* Experienced in implementing and maintaining ITIL security policies and compliance frameworks, particularly ISO 27001, to safeguard organizational assets and ensure data integrity.
* Adept at conducting thorough audits, risk assessments, and gap analyses to identify areas for improvement and mitigate potential security risks.
* Skilled in communicating complex security concepts to diverse stakeholders and fostering a culture of security awareness throughout the organization.
* Implemented and maintained security policies and procedures in alignment with ISO 27001 standards.
* Conducted regular audits and assessments to ensure compliance with security policies and identify areas for improvement.
* Collaborated with cross-functional teams to address security gaps and implement remediation measures.
* Developed and delivered security awareness training programs for employees at all levels of the organization.
* Prepared documentation and reports for internal and external stakeholders, including audit findings and compliance status.
* Implemented the VAPT tool and conducted monthly VAPT of the complete infrastructure, sharing the report with the concerned application owner.
* **PROFESSIONAL EXPERIENCE**
* **Vyam Info solution (Wipro Project)**  
  (Project on Ruchi Soya Industries Ltd - Indore)  
  *Sr. Project Engineer/Server Administrator (Apr 2017- Sep 2018)*
* **Ruchi Infotech Ltd.**  
  (Project on Ruchi Soya Industries Ltd - Indore)  
  *Sr. System Administrator (Jun 2011- Apr 2017)*
* **Anant Commodities Pvt Ltd - Indore**  
  *System Administrator (Oct 2008 – May 2011)*
* **Jetking Infotrain Ltd – Indore**  
  *Sr. Faculty (Apr 2003- Sep 2008)*
* **PROJECTS**
* Migration of VMware servers from On-premises to ESX host
* Migration of server through vMotion
* Patching and upgrading of Vcenter server
* Migration from Google Workspace to Microsoft 365 (Sept 2022 - Feb 2023)
* Migration from other IMAP to Microsoft 365 (May 2022 – June 2022)
* Migration from G-Suite to Microsoft 365 (Apr 2022 – May 2022)
* Document Migration (Local Storage to Teams) (Sept 2021 - Oct 2021)
* Migration from GoDaddy M365 to Microsoft 365 (Feb 2024 - Feb 2024)
* **CERTIFICATIONS**
* Microsoft Certified Professional (M.C.P.) in Windows XP professional
* Microsoft Certified Professional (M.C.P.) in Windows 2003 Server
* Microsoft Certified of Active Directory 2012
* Microsoft Certified of SharePoint 2012
* Microsoft Certified of Azure Administration (AZ-103)
* Microsoft Certified of Azure Administration Upgrade (AZ-104)
* Microsoft Certified of Azure DevOps Solutions (AZ-400)
* **EDUCATION**
* B.C.A. from Vinayka University, Salem
* M.B.A from Vinayka University, Salem