

# ANIRUDH KUMAR PANDEY

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📅 December 15th, 1992

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💍 Married



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## PROFILE

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With over 13 years of experience in Azure Active Directory, Active Directory, Windows Administration, and VMware Administration, I am a seasoned IT professional specializing in identity access management, cloud infrastructure, and backup solutions. I have extensive expertise in managing Azure AD, including Azure AD Connect, Azure AD Application Proxy, and Azure AD Pass-through Authentication, while focusing on minimizing security vulnerabilities. I'm proficient in automating support processes with PowerShell scripting, managing cloud servers, and resolving Azure-related issues. My experience includes configuring and maintaining Veeam Backup & Replication, optimizing backup processes, and handling failures to ensure data integrity. I have a solid background in designing and maintaining Active Directory services across multiple Windows Server environments. Additionally, I am skilled in Intune and SCCM, enforcing endpoint management policies, and implementing monitoring tools to enhance system reliability. My goal is to leverage my skills in a dynamic organization to drive efficiency and security.

### Technical Skills

Operating Systems: Windows 10/11, Windows Server

IT Management Tools: Broadcom ITMS

Scripting Languages: PowerShell

System Administration: Windows LTSC baselines, Group Policy Management

Command Line Proficiency: Advanced command line operations and scripting

Other Tools: Active Directory, SCCM, VMware, Hyper-V

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## PROFESSIONAL EXPERIENCE

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### ITC Infotech

May 2021 – present  
Bangalore, India

- Administered and maintained Azure AD, including user management, group policies, and directory synchronization.
- Configured and managed Azure AD Connect for seamless synchronization between on-premises AD and Azure AD.
- Implemented and managed Multi-Factor Authentication (MFA) and Conditional Access policies to enhance security.
- Set up and managed Enterprise Applications and their access controls within **Azure** AD.
- Manage and administer Windows client systems, ensuring optimal performance and security.
- Utilize Broadcom ITMS to create, modify, and manage Windows LTSC baselines, enhancing system stability and compliance.
- Develop and maintain PowerShell and Python scripts to automate repetitive tasks, improving efficiency and accuracy.
- Implement and manage group policies to enforce security standards and streamline system configurations.
- Perform system troubleshooting and provide technical support to resolve complex issues.
- Collaborate with cross-functional teams to deploy software updates, patches, and new applications.
- Utilized Azure AD Identity Protection and Privileged Identity Management (PIM) to secure identities and privileged accounts.

- Provided expert support and administration for Microsoft Windows Server versions 2000, 2003, 2008, 2012, and 2016.
- Managed Microsoft Exchange environments for versions 2000, 2003, 2007, and 2010.
- Supported and administered Microsoft SQL Server versions 2000, 2005, and 2008.
- Handled Microsoft Active Directory environments, DNS, and DHCP configuration and maintenance.
- Implemented and managed Microsoft Server Clustering and SQL Clustering solutions.
- Technical Support:
- Addressed and resolved support tickets through a ticket queue system, escalating from Help Desk Support Tier 1 as necessary.
- Owned and managed the business hours ticket queue on a weekly rotation.
- Participated in after-hours on-call rotations to provide continuous support.
- System Maintenance and Monitoring:
- Conducted continuous proactive maintenance, auditing, and monitoring of customer Microsoft environments.
- Implemented server hardening and security best practices to ensure system integrity and protection.
- Performance Tuning and Optimization:
- Responsible for tuning, monitoring, and making performance recommendations for Microsoft systems.
- Conducted thorough root cause analysis and documented findings to prevent future issues.
- Collaboration and Coordination:
- Collaborated with other infrastructure teams and non-infrastructure teams across the organization on various tasks and projects.
- Followed detailed Change Management processes and documented changes meticulously.
- Customer Application Support:
- Maintained supported customer applications, including modifications required for client-server environments.
- Documentation and Patch Management:
- Ensured thorough documentation of the environment, processes, and procedures.
- Managed Windows patching and utilized related tools for deployment and monitoring.
- Office 365 Administration:
- Administered and managed Office 365 environments, including Exchange Online, SharePoint Online, OneDrive for Business, and Teams.
- Performed user and license management, ensuring appropriate access controls and security settings.
- Managed email flow, security policies, and compliance features within Exchange Online.
- Configured and maintained SharePoint Online sites, libraries, and user permissions.
- I have implemented and managed Teams for collaboration, including channel setup, user permissions, and integration with other O365 apps.

#### **Oracle, Application Support Specialist**

##### Security and Compliance:

Implemented and managed security and compliance features within O365 and Azure AD.

Monitored and responded to security alerts and incidents using Microsoft 365 Security Center and Azure Security Center.

Conducted regular security audits and compliance checks to ensure adherence to industry standards and regulations.

Maintained comprehensive documentation of configurations, processes, and procedures.

Conducted training sessions and created training materials to educate users and support staff on O365 and Azure AD features and best practices.

Identifying the application-level bugs and escalating it to the development team

Led and participated in various projects related to O365 and Azure AD implementation, migration, and optimization.

Coordinated with stakeholders to define project scope, timelines, and deliverables.

August 2019 – May 2021

Hyderabad, India

Monitor, tune and troubleshoot application  
Handle support tickets  
Certificate renewal  
Vulnerability remediation  
Assist in environment refreshes  
Support audit requests  
Support releases  
Identifying the application level bugs and escalating it to development team  
Active Directory and Windows Server administration

**Jaypee Greens Golf and Spa Resort, System administrator**

February 2016 – June 2019  
Greater Noida, India

- Install, configure, and maintain Windows Server operating systems, including Windows Server 2008/2012/2016/2019
- Manage user accounts, permissions, and access rights in Active Directory
- Monitor and maintain system performance, security, and availability
- Troubleshoot and resolve system issues
- Create and maintain system documentation
- Deploy and manage applications and software updates
- Develop and maintain system automation scripts
- Perform system backups and restores
- Manage and maintain storage systems
- Monitor and analyze system logs
- Implement and maintain security policies and procedures
- Customer and Network Support:
  - Provided technical support to end-users, addressing issues related to hardware, software, and network connectivity.
  - Resolved support tickets through a ticketing system, ensuring timely and effective resolution.
  - Assisted with network troubleshooting and support, including LAN/WAN connectivity, switches, and routers.
- System and Network Monitoring:
  - Utilized monitoring tools to oversee network and server performance, availability, and health.
  - Analyzed system and network logs to identify and address potential issues proactively.
  - Implemented monitoring solutions and alerts to ensure rapid response to critical incidents.
- Security and Compliance:
  - Enforced security policies and best practices to protect network and system integrity.
  - Conducted regular security audits and vulnerability assessments.
  - Implemented and managed antivirus, firewall, and intrusion detection systems.
  - Implemented and managed System Center Configuration Manager (SCCM) for efficient software deployment, patch management, and system configuration across the organization.
- DNS and DHCP Management:
  - Configured and maintained DNS servers, zones, and records to ensure accurate name resolution and network reliability.
  - Administered DHCP servers, scopes, and reservations to manage IP address allocation efficiently.
  - Troubleshot and resolved DNS and DHCP issues to maintain network connectivity and stability.
- Contributed to the continuous improvement of operational processes by identifying areas for enhancement within OPERA PMS and associated systems.

**IT Administrator, TPRS consulting services**

January 2015 –  
February 2016  
Delhi, India

Network Management: Managed and maintained LAN, WAN, and wireless networks to ensure optimal performance and reliability.  
Troubleshooting: Efficiently troubleshot and resolved networking issues, minimizing downtime and ensuring seamless connectivity.

Hardware and Software Support: Addressed and fixed a wide range of hardware and software problems, ensuring smooth operation of all systems.

Office 365 Administration: Administered Office 365 Apps effectively, managing user accounts, permissions, and ensuring secure access to company resources.

Active Directory Management: Oversaw and managed multiple Active Directories, ensuring accurate user information and access controls.

Server Maintenance: Maintained and secured Anti-Virus, File, Print, and Backup servers, ensuring data integrity and protection against threats.

Virtualization Technologies: Operated and managed virtualization technologies such as Hyper-V and VMWare, optimizing resource utilization and enhancing system efficiency.

IT Infrastructure service levels for corporate IT & corporate's core systems like Property Management Systems PMS (Revenue, Inventory, Finance, HR & Payroll), Microsoft Exchange, Microsoft Office, Third Party Integration with PBX, Guest Door Locks, Security Surveillance, Biometric Integration to Payroll etc..

McAfee End Point security tools; End User Computing & Desktop support (Windows 7, SCCM/SCOM);

#### **Securelynkx network, Network Engineer**

June 2012 – January 2015  
Delhi, India

Administering the Desktops, Laptops, local and network printers with software configuration

Configuring and troubleshooting of Microsoft Outlook and

Maintaining Windows Server 2003, Active Directory, DNS, DHCP, software deployment and backups Maintaining the Property Management System.

Network Administration and Troubleshooting: Demonstrated expertise in managing and maintaining LAN, WAN, and wireless networks, ensuring seamless connectivity and optimal performance. Efficiently troubleshooted and resolved complex networking issues to minimize downtime.

Network Engineering and Design: Skilled in designing and implementing network infrastructure to meet organizational needs, ensuring scalability and reliability.

Network Security: Implemented and maintained robust security measures to protect network integrity and data confidentiality. Regularly updated security protocols to mitigate potential threats.

#### **Targus technology pvt ltd., Desktop Engineer**

December 2011 – June 2012  
Gurgaon, India

- Operating System Installation and Configuration: Expertise in installing, configuring, and troubleshooting various operating systems, including Windows, macOS, and Linux.
- Hardware Troubleshooting and Repair: Ability to diagnose and fix issues related to computer hardware components such as CPUs, RAM, hard drives, and peripherals.
- Networking and TCP/IP Configuration: Knowledge of network setup, configuration, and troubleshooting, including IP addressing, DNS, DHCP, and subnetting.
- Security Protocols and Firewall Management: Understanding of security best practices, antivirus software, firewalls, and data protection measures.
- Virtualization Technologies: Experience with virtualization tools like VMware and Hyper-V for creating and managing virtual machines.
- Cloud Services Administration: Familiarity with cloud platforms such as Microsoft Azure, AWS, and Office 365 for managing and supporting cloud-based applications and services.
- Scripting and Automation: Ability to write scripts (e.g., PowerShell, Bash) to automate repetitive tasks and streamline processes.
- Remote Desktop Support Tools: Proficiency with remote support tools like TeamViewer, Remote Desktop, and LogMeIn for providing remote assistance.
- Mobile Device Management: Skills in managing and supporting mobile devices using MDM solutions like Intune or MobileIron.
- IT Service Management (ITSM) Software: Experience with ITSM tools like ServiceNow, Jira, and BMC Remedy for ticketing, incident management, and change management.

EDUCATION

University of Delhi, Graduation	2015 New Delhi, India
HD Jain College, 10+2	2009 Ara
Saraswati Vidya Mandir, 10th	2007
Jetking, Certification Course in HARDWARE & NETWORKING	2011

LANGUAGES

- English
- Hindi

SKILLS

**Senior Windows Administrator** — Endpoint Management | Proficient in designing, implementing, and managing endpoint solutions. | Skilled in deploying and maintaining endpoint security measures. | Operating Systems: | Linux/Unix Administration. | Windows Server Administration. | Network Configuration and Security. | Cloud Services Management (AWS, Azure,OCI) | Virtualization Technologies (VMware, Hyper-V) | Containerization (Docker, Kubernetes) | Automation and Scripting (PowerShell, Python) | Database Management (SQL) | System Monitoring and Performance Tuning. | Disaster Recovery and Backup Solutions.

CERTIFICATES

Oracle Cloud Infrastructure Foundations 2023 Associate	Technical Support Fundamentals	Microsoft Certified IT Professional (MCITP) Level 2
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DECLARATION

I hereby declare that the above-written particulars are true to the best of my knowledge and belief.

ANIRUDH KUMAR PANDEY  
Hyderabad, 10-August-2024