



# Ajinkya Shinde

**Date of birth:** 10/12/1990 | **Nationality:** Indian | **Phone number:** (+91) 8149003646 (Mobile) |

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## ABOUT ME

Total Work Experience: 7 Years 6 Months.

- Microsoft Certified: MS-700 Teams Administrator Associate and MS-720 Teams Voice Engineer Expert.
- Experience in Unified Communication, Enterprise voice and MS Team's Administration with O365 Administration.
- Microsoft Teams Voice Engineer.
- Excellent understanding of project requirements and operations.
- Troubleshooting and Problem-solving skills.

## WORK EXPERIENCE

01/07/2024 – CURRENT Pune, India

### SR. TECHNICAL CONSULTANT MKS INSTRUMENTS

Working as Senior Unified Communications Architect to lead a team in optimizing a Unified Communications strategy and roadmap. Including Migration, installing, configuring, maintaining, supporting, and optimizing Microsoft teams telephone systems and services.

06/06/2022 – 21/06/2024 Pune, India

### TECHNICAL SPECIALIST LTIMINDTREE LTD

1. Troubleshooting of different Microsoft Teams problem.
2. Help Premier customers of Microsoft on various types of MS teams complex issues.
3. MS teams issues like CQD, Teams Meeting issues, Managing external and internal access, call queue and auto attendant, Teams meeting rooms, PowerShell commands, SharePoint etc.

16/03/2020 – 30/05/2022 Pune, India

### COORDINATOR UPS LOGISTICS PRIVATE LIMITED

- Troubleshooting of different Microsoft Teams problem.
- Auto-Attendance and Call Queues Troubleshooting.
- Assigning Phone numbers using PowerShell.
- New user account creation, license assigning.
- Teams conference Rooms creation and Setup.
- Creating policy and assigning based on requirements.
- Monitoring, Creating, Assigning Meeting and Messaging policies.
- Managing External and Guest access.
- Monitoring of call quality dashboard report and responsible for teams voice quality issue.

29/05/2017 – 13/03/2020 Pune, India

### SENIOR ASSOCIATE / RESOLUTION SPECIALIST AMAZON DEVELOPMENT CENTRE PVT. LTD

- Managing permissions in the Amazon Chime console.
- Inviting and removing Team account users.
- Assigning phone numbers to users Editing calling and SMS permissions.
- Managing Amazon Chime automatic updates.
- Managing meeting settings.
- Managing chat retention policies.
- Real-time audio and video conferencing, and enhanced call control capabilities.

DIGITAL SKILLS

microsoft Teams | AWS Chime admin | Enterprise Voice | Microsoft Office | Azure Active Directory | Direct Routing | Outlook | call queue and call auto attendant | call flow | Microsoft office/ Office 365 | SIP | Unified Communication

JOB-RELATED SKILLS

11/03/2023 – 12/03/2024  
Microsoft 365 Certified: MS-700 and MS-720

Microsoft 365 Certified: MS-700 Teams Administrator Associate.  
3Microsoft 365 Certified: MS-720 Teams Voice Engineer Expert.  
  
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EDUCATION AND TRAINING

2018 – 2020 India  
MASTER OF BUSINESS ADMINISTRATION IN IT MANAGEMENT Savitribai Phule Pune University

15/08/2013 – 29/06/2016 Pune, India  
BACHELOR OF ENGINEERING IN ELECTRONICS AND TELECOMMUNICATION Modern Education Society's College Of Engineering.

Level in EQF EQF level 6

21/08/2006 – 19/07/2009 Pune, India  
DIPLOMA IN ELECTRONICS AND TELECOMMUNICATION ENGINEERING JSPM's Bhivrabai Sawant Polytechnic

Level in EQF EQF level 6

04/06/1996 – 07/05/2006 Bhore, India  
SECONDARY SCHOOL CERTIFICATE Shri. Chatrapati Shivaji Vidhyalay

LANGUAGE SKILLS

Mother tongue(s): **MARATHI**  
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2
HINDI	C1	C1	C1	C1	C1
GERMAN	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user