

Sankeerthana Kumbam

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Summary

System Engineer with 4+ years of experience in supporting and administering enterprise Microsoft 365 environments, including Exchange Online, SharePoint Online/On-Prem, OneDrive, and Microsoft Teams. Strong expertise in L3 production support, complex incident resolution, and root cause analysis (RCA) while consistently meeting SLA/KPI targets. Hands-on experience in Hybrid Exchange, SharePoint and tenant-to-tenant migrations using ShareGate, and Azure Active Directory with a strong focus on security, compliance, and access management. Proven ability to work in ITIL-based environments, manage escalations through JIRA, and collaborate with cross-functional teams to deliver stable, secure, and scalable enterprise solutions.

Experience

Infosys

October 2021 - Present

System Engineer

- Provided L3 technical support for enterprise Microsoft 365 environments, including SharePoint Online, Exchange Online, and Azure AD, resolving complex incidents and escalations.
- Led advanced troubleshooting and root cause analysis (RCA) for SharePoint, Exchange, and O365 issues, reducing recurring incidents and improving platform stability.
- Administered and optimized SharePoint Online and On-Prem environments: site collections, permissions, workflows, storage management, and performance tuning.
- Managed Exchange Online and Hybrid configurations, including mail flow, mailbox migrations, distribution groups, retention policies, and security controls.
- Executed large-scale SharePoint content migrations and tenant-to-tenant moves using ShareGate, ensuring data integrity, compliance, and minimal downtime.
- Handled incidents, service requests, and change management through JIRA, consistently meeting ITIL-based SLAs and KPIs.
- Supported Office 365 administration: user lifecycle management, license assignment, MFA, Conditional Access, and security best practices.
- Collaborated with architects, application teams, and business stakeholders to design and implement scalable Microsoft 365 solutions.
- Created and maintained technical documentation, SOPs, and knowledge articles, improving L2/L3 resolution time and operational efficiency.
- Mentored L2 support engineers and reviewed escalations to ensure timely, high-quality resolution.

Education

Master of Computer Applications

Osmania University

Hyderabad
2025

Bachelor of Science

Kakatiya University

2021

Skills

Messaging & Email Systems: Exchange Online, Hybrid Exchange, Mail Flow Troubleshooting, Mailbox Provisioning & Migration, Distribution Lists, Shared Mailboxes, Retention Policies

Collaboration Platforms: SharePoint Online, SharePoint On-Prem, OneDrive for Business, Microsoft Teams, Site Collections, Permissions Management

Microsoft 365 Administration: Office 365 Tenant Administration, User Onboarding/Offboarding, License Management, Service Configuration, Policy Management

Identity & Access Management: Azure Active Directory (Azure AD), MFA, Conditional Access, RBAC, Security Groups, Access Reviews

SharePoint Migration & Tools: SharePoint Content Migration, Tenant-to-Tenant Migration, ShareGate, Data Integrity Validation

Incident & Service Management: L3 Production Support, Incident Management, Problem Management, Change Management, Root Cause Analysis (RCA), SLA/KPI Compliance

Ticketing & Workflow Tools: JIRA, Ticket Analysis, Escalation Handling, Service Request Management

Security & Compliance: Microsoft 365 Security Best Practices, Data Governance, Access Control, Audit & Compliance Support