

Priyadharshini Prabakaran

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Summary

Previous	
Preferred	Office 365 Engineer
Location	Santa Clara, CA, US
Desired Work Settings	No Preference
Willing to Relocate	Yes
Work Authorization(s):	Now or in the future will require visa sponsorship for employment in the United States.
Employment Type	Internship
Total Experience	Unspecified
Education	Unspecified
Profile Source	Dice
Profile Downloaded	Monday, December 9, 2024

Priyadharshini Prabakaran

Mobile :+

Email : _____

<https://www.linkedin.com/in/priyadharshini-prabakaran-8b9758202/>



CAREER GOAL

Graduate in B.E Aeronautical Engineering (Anna University) with 4+ years of IT experience .To contribute my skills and good in MS Teams, O365 Exchange, O365, Outlook and Azure to help in increasing organisational effectiveness as O365 and Azure Admin.

ACADEMIC PROFILE

COURSE	INSTITUTION	UNIVERSITY/ BOARD	YEAR OF PASSED	PERCENTAGE
Masters in Technology & Management	Lindsey Wilson College	Lindsey Wilson College	Pursuing (Aug 2023- March 2025)	N/A
B.E. (AERO)	Mahendra Engineering College, Namakkal.	Anna University	(2010-2014)	7.66 CGPA
HSC (12th Class)	Govt. Girls Higher Secondary School, Thuraiyur.	State Board	2010	72.9%
SSLC (10th Class)	Govt. Girls Higher Secondary School, Thuraiyur.	State Board	2008	85.8%

Microsoft Technologies

PowerShell, Active Directory, Azure ADConnect (DirSync), ITIL, MS Teams,MDM- Intune, Exchange Admin Console, Exchange Online Protection (EOP), Active Directory ,Onedrive & SharePoint, MS Streams, O365 Global Services

Applications and Software

Microsoft Exchange 2007, 2010, 2013, Exchange 2016, Exchange Online, Office 365,MS Teams, Onedrive for Business, Outlook Client, Outlook OWA, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

Certifications Completed:

- MS-900, MS-700,AZ-900,SC-900
- MS-500 (O365 security & compliance services) (Currently pursuing)
- MS-201 (O365 Exchange online), PL-900(Power platform fundamentals (Currently pursuing)

EXPERIENCE SUMMARY

HCL TECHNOLOGIES

COMPANY-1

Duration : September ,2018 – July 16th,2021

Project 1: Easyjet Airlines

Role: O365 Global administration support of MS exchange online, MS Teams

Outlook issues Responsibilities:

- On-Boarding and Off-Boarding the mailboxes from Exchange Online Servers.
- Shared mailbox sync issues & Handled OST file corrupted issues
- Worked issues on mailbox memory full error & Enabling skype add-in outlook
- Adding a shared mailbox to OWA & outlook
- Worked issues on OWA/outlook sent items folders not updating
- Newly created shared mailbox /existing shared mailbox incoming emails are directly going to deleted folder
- How to turn off reading pane- in Outlook
- Enable/Disable Auto-Complete List for permanent
- Worked Outlook Offline Address Book & (NDR) messages with sync issues

Exchange online admin Responsibilities:

- Administered and supported Office 365 and MS Exchange policies. Creating O365 Alerts based on the requirement.
- Migrating the Shared, Resource and Room Mailboxes to cloud and from cloud to On-Premise.
- Provide mailbox permissions
- Creation Distribution Lists restriction send to permission (Inside &outside organisation)
- Creation mail flow rules & Creation of security group
- Upgrading DL to O365 groups
- Monitoring the service health of EOP , SFB and Teams working according to the recommendations.

- Monitoring secure score frequently to know the scores and work accordingly to the highlighted secure scores.

O365 Global admin responsibilities:

- Monitoring Service health & Message center major updates
- Enabling licenses to users - SharePoint, OneDrive, MS teams, MS Streams, MS Powerapps & Enabling skype audio conferencing license
- Enable the Report Message add-in to Organisation
- Enable Productivity Score for Organisation and implementing Microsoft recommendations
- Restore a deleted Microsoft 365 group Incidents handling for any changes in any account in AD, Exchange, Distribution List and Security Groups

Project 2: GlaxoSmithKline (GSK)

Role: MS Teams administrator

Responsibilities:

- Creation teams inside teams and channel creation (private/public) & adding member and granting owner access
- Create restriction for user s live event creation
- Taking **CQD** logs from teams admin center
- CQD data are pulled from (which is based on location based enhanced streams reports, creating customized templates,
- Checking call quality issue on specific calls (audio device, network device based on indications)
- Creating customized templates,
- Taking logs for rate my calls logs, call connection via Wifi inside / Wifi outside reports
- Troubleshooting reset pin for audio conferencing dynamic pin and conference ID
- Assigning teams recording restriction policies
- Fetching monthly report from CQD to **Power BI**
- MS Teams application installation

MINDTREE LTD

COMPANY-2

Duration : July 23rd,2021 – Feb 2nd,2022

Support as Microsoft Premier support Engineer for Exchange online cases by using **RAVE** ticketing tool
Supports AD connect issues,Mailflow, All EXO related issues.

Responsibilities:

- Resolved Azure AD issues relating to Office 365, Active Directory to Azure AD and CAIDM to Active Directory.
- Provided guidance in the planning, gathering requirements, recommendations, and implementation of data migration to Office 365, and configuration best practices
- Having Experience on creating and updating the Various PowerShell Scripts for windows, Active Directory, Azure AD and o365.
- Everyday administration tasks - adding and removing users file and share permissions, trust management, replication management, server backups, and server setup.
- Administrator including sharepoint online, powershell, teams, powerapps,power automate (microsoft flow), sharepoint migrations, modern sites, spfx webparts, hub sites, azure logic apps, azure functions.
- Strong understanding of audit and monitoring, risk/response and recovery, cryptography, cloud computing security, data communications, computer operations security, telecommunications and network security, security architecture and models.
- Expertise in Active Directory Setup and troubleshooting for any deleted objects and AD Recycle Bin.
- Planning, creating and managing AD group policy Templates and Policies Administration, Operating System Security Patches Upgrade Procedure for secure computing and network environment.
- Implemented Active Directory services for creation and maintaining users and group profiles based on company policies.
- Experience in Windows Administration, Imaging, Operating System Deployment, Task Sequences, Applications, Packaging and Patch management including MDT, SCCM and Microsoft Windows Server 2003 till Server 2012, Windows XP, Windows 7 Windows 8 and Windows 10.

EPAM SYSTEMS,Inc

COMPANY-3

Duration : Feb 3rd,2022_ Current

Client working for: Astrazeneca

Working as O365 Global Administrator supporting Level 2 supports Services are MS Teams, MS Exchange Online, Intune, SharePoint & Onedrive.

End user support ticket handling via **SERVICE NOW** ticketing tool.

Following up ITIL Process Incidents on Priority Levels

Responsibilities:

- Supported security management
- Worked on Cisco email security administration
- Elasticsearch administration and supported windows server
- Worked on Office 365 Project.
- Worked on daily base operational tasks.
- Worked on daily base Service Now incidents.
- Created new shared mailboxes.
- Created new distribution groups.
- Created new Room mailboxes.
- Created multiple services accounts for different applications.
- Worked on Exchange server projects.
- Worked on Cisco spam filters.
- Quarantine spam emails on spam filter.
- Worked on Spam filter tasks.
- Created new dictionaries for spam filter.
- Worked as Microsoft Teams application admin.
- Worked as room mailboxes admin.
- Created new vault accounts user and shared mailboxes.
- Provide day-to-day prime and no-prime support to the client.
- Maintenance of the server software
- Assist in the management of server infrastructure.
- Manage mail-related systems and tools.
- PowerShell scripting
- Serve as an escalation point for Windows Server management and operational issues.
- Conduct ongoing monitoring and maintenance to ensure stability and optimal performance on all Windows server environments as needed. Including the management of patches, security fixes, and service packs.
- Evaluate Exchange design and ensure all functionality and processes adhere to industry and Microsoft best practices.
- Manages Exchange database(s), antivirus applications, messaging filtering, and error log tracking.

O365 Security & Compliance responsibilities(SCC):

- Search and destroy phishing emails (Hard/Soft delete)
- Search for and delete email messages in Office 365
- Search and Review email messages in Office 365
- Blocking malicious URLs, Blocking domain/sender email address from spam filters
- Troubleshooting for quarantined emails with message header analyser

- Creation severity alerts for user mailboxes (Unusual volume of file & email forwarding for user accounts)
- Threat emails submission & creation anti phishing policy
- Turn on safe attachment

Inspiredge IT Solutions

COMPANY-4

Duration : Feb 6th,2023_ Aug 11th,2023

Worked as Senior Engineer- Microsoft O365 for multiple clients.

End user support ticket handling via Ivanti ticketing tool.

Supported O365 entire Administration technologies.

EDUCATIONAL BACKGROUND

B. Tech (Aero) (Pass out 2014) - Mahendra Engineering college,Namakkal

H.S.C (Passed on 2010) - Dr.K.K.G.Girls higher secondary School (State Board)

S.S.L.C (Passed on 2008) - Dr.K.K.G.Girls higher secondary School (State Board)

CONTACT DETAILS

Father's Name : Prabakaran.M

Sex : Female

Nationality : Indian.

Martial Status : Single

Languages known : Tamil,English

Address : 3421, Granada Ave, Santa Clara , CA- 95051

Declaration

I hereby declare that the above furnished details are best to my knowledge and can be performed for verification at any point of time.

Chennai
Priyadharshini.P

Date :