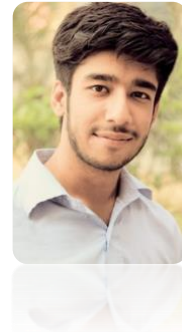


CURRICULUM VITAE

Name	Punit Kukreja
Date of birth	27-05-1995
Gender	Male
Nationality	Indian
Hometown	Dehradun (Area Code- 248001)
Driving License	LMV, MCWOG, MCWG (Valid within India)
Mobile number	+91 7534833336
Email Address	punit.kukreja619@gmail.com
LinkedIn profile	https://www.linkedin.com/in/punitkukrejaofficial/



PROFILE

I am an IT professional for my company, an effective speech maker for my students, and a problem solver for many. Focused on eloquent approach and good reasoning ability. Solid background in training diligent audience. Also, I have strong organisational skills with well-versed theoretical and practical knowledge of Microsoft products. I am versatile in behaviour and strongly to work ethics.

EDUCATION

Vocational Education

- Completed Pearson Vocational training in English for Information Technology, during my internal training with my previous employer i.e. Convergys for Microsoft Enterprise Platform Support program

Professional Education

- I am pursuing my Bachelor's in Computer Applications (Batch 2017-2020), along with my work, from Bharati Vidyapeeth (BVIMR, New Delhi Academic study center) My degree would complete by this summer (April-May 2020)
College website: <http://bvusde.com/>

Certificates

Already completed and achieved:

- Microsoft Certification ID: 14824665
- Microsoft® Certified Solutions Expert: Productivity Certification Number: G342-3396
- Microsoft® Certified Solutions Associate: O365 Certification Number: G341-6375
- Microsoft® Certified Professional: Certification Number: G248-9917
- Microsoft Certified: Azure Fundamentals: Certification Number: H336-6612

- Exam 410 Installing and Configuring Windows Server 2012
- Exam 347 Enabling Office 365 Services
- Exam 341 Core Solutions of Microsoft Exchange Server 2013
- Exam 346 Managing Office 365 Identities and Requirements
- Testimonial from the Vice Chancellor of Graphic Era University, for finding out the vulnerabilities in existing security systems and CCTV-surveillance systems.
- Many more non-technical certificates, earned for organizing technical workshops, event management, debating on a national level, running business operations for an e-commerce start-up (sales, marketing and branding). All these achievements mentioned in the last two points are during previous college years (2013-2015).

KNOWLEDGE AND EXPERIENCE

▪ **Corporate Trainer (Technical)**

Koenig Solutions Private Limited
 September 2019 - Present
 Base Location – New Delhi, India
 Work includes 95% Travel

Achievements:

- I have been delivering trainings from a single client up to 126 professionals together in 1 session
- Delivered near about 26 trainings in the last four months, in Dubai and India
- Been awarded for receiving 100% positive feedback from 96% clients who have rated me, so far
- Received exceptional feedback from Microsoft for being appreciated by a premium client
- Delivered 9 trainings so far for Microsoft Azure Day Event (Free technical trainings by Microsoft)
- Performed successful disaster recovery and maintenance in an in-house data centre, after a ransomware attack. It was a new practical experience for me working on a physical data centre.

Roles and Responsibilities:

I have delivered trainings on the following courses, so far:

- Microsoft Azure Fundamentals (AZ-900)
- Microsoft Azure Administrator (AZ-103)
- Microsoft Azure Architect Technologies (AZ-300)
- Microsoft 365 Fundamentals (MS-900)
- Microsoft 365 Identity and Services (MS-100)
- Microsoft 365 Mobility and Security (MS-101)
- Planning and Configuring a Messaging Platform (MS-200)
- Implementing a Hybrid and Secure Messaging Platform (MS-201)
- Deploying Microsoft 365 Teamwork (MS-300)
- Microsoft 365 Security Administration (MS-500)
- Automating Administration with Windows PowerShell (10961C)

▪ **Senior Escalation Engineer (Job Profile: Sr. Advisor I, Technical Support)**

Convergys India Services Private Limited (Acquired by Concentrix, under SYNnex Corporation)

September 2016 – August 2019

Location – Gurugram, India

Roles and Responsibilities:

- Troubleshooting on all the Enterprise Support cases Severity A, B, or C and on Professional Support Business Critical Cases.
- Educating customers regarding the Root Cause Analysis, resolutions and how they were achieved and also keeping them updated every day with technical aspects via phone or email, if extensive troubleshooting is going on the case.
- Also provided floor support to the new engineers in team and helped them on the first day resolution of new cases.
- Attended multiple triages and training sessions from Microsoft Senior Escalation Engineers and Technical Advisors to improve our troubleshooting skills on various technologies.
- Also delivered multiple triages on Mail Flow Deployments and Migration to share theoretical and troubleshooting knowledge and experience after working on cases. I also gave upskill training on SharePoint Online to many teams.
- **Subject Matter Expert** for Auto-Discover in Exchange Online, Migrations to Office 365, Custom RBAC scripting using PowerShell on Exchange Online, Data Loss Prevention service in Office 365.
- We were a highly motivated team under a strong leadership, and when it came to customer satisfaction, we extended a couple of hours at least, to complete our task without complaining.
- Be it a Level 1 Engineer or a Sr. Advisor like us, if we learnt something new, we ensured that our entire team knew about it through a learning session which we scheduled every Friday before leaving for the weekend.

Job Description Technology Wise:

- **Office 365 Exchange Online and Exchange Hybrid Environment**
 - > Creating and Managing Recipients, both cloud only and synced (Mailboxes, Shared Mailboxes, Room Mailboxes, Equipment Mailboxes, Distribution Groups, Security Groups, Dynamic DGs, O365 Groups, Mail Users, Mail Contacts, Mail Enabled Public Folders)
 - > Managing Anti-Malware and Anti-Spam Policies and configuring Malware, Spam, Connection Filtering, Quarantine admin and end user self-management
 - > Managing Disaster Recovery Needs using In-Place Archiving service & Retention Policies/Tags
 - > Planning Migration Strategies (Cutover, IMAP, Staged, PST, Minimal Hybrid, Hybrid Migration)
 - > Microsoft 365 message Encryption, In-Place Hold, Litigation Hold, Organization Hold, Compliance Tag Hold, Delay Hold, Single Item Recovery, Orphaned Hold, Unified Policy Hold
 - > eDiscovery, Journaling, Archiving EXO Based Mailboxes & Cloud Based Archiving of On-Premises Mailboxes

- > Mail Flow Deployment and Management (Transport Rules, Advanced Threat Protection on hyperlink resolution and attachment filtration, SPF, DKIM, DMARC implementation, Custom Routing of Outbound emails, Secure messaging with a trusted partner, Conditional Mail Routing, Inbound Safe Listing, Managing connectors, Hybrid email Routing)
- > Web Services Reports, Mailbox Auditing, Administrator Auditing, Message and Extended Message Trace, Unified Messaging Reports
- > Office 365 Tenant Management, DNS Management for Enabling Office 365 services.
- > Mobile Device Management and Configuring policies to allow or restrict CAS Mailbox clients.
- > Permission Role Management for Admins and Users and custom Role Based Access Control using PowerShell.
- > Unified messaging integration of Exchange Online with Skype Online for voice mail delivery
- **Office 365 SharePoint Online**
 - > Creating SharePoint sites, Teams site, Office 365 Group site and managing them
 - > Post Migration assistance on Library, List, Flow, site collections
 - > Permission Flow Management and Inheritance based customization
 - > Best effort support on creation of Flow, and resource creation using SharePoint Designer
 - > Data flow management and restriction of resource access with internal and guest users
 - > Solving sync issues with New Generation Sync client for One Drive for Business
 - > Mapping OneDrive as a network drive, workaround creation using PowerShell and registries
 - > Taxonomy, OneDrive for Business, Search, Profiles, App Launcher, Server to Server Authentication
 - > Local Site Management (Personal Blogs, Community, Company Feed, Site Feed, Wikis, Team Sites)
 - > Encryption of data at rest in OneDrive and SharePoint Online
 - > DLP in SharePoint and OneDrive, Versioning and Point In Time Recovery
- **Skype for Business Online and Microsoft Teams**
 - > SFBO and Teams Infrastructure deployment and Management
 - > Fixed meeting issues, issues with sharing resources and files in Teams and SFBO
 - > Audio Conferencing, PBX and PSTN setup and management in Skype For Business Online
 - > Fixed Jitters and call quality issues
 - > Guest Access setup
 - > Implementing Phone Systems in Teams
 - > Phone calling in Teams
 - > Fixed Island Mode issues with Teams
 - > Reading Lync UccApi logs, fiddler, etl logs, Tracing folder logs, using snoop tool for analysis
 - > Call queue setup in Skype for Business Online
 - > Understanding of Cloud Connector Edition but no hands on experience
 - > Using Call Analytics for troubleshooting poor Skype for Business call quality

- > Fixing SFB connectivity and sign in issues
- > Customized Out of Office Setup in Skype for Business Online

- **Azure Active Directory and Synced Local AD setup (Local AD syncing to Azure AD)**

- > Worked on Authentication, Authorization, Sign in issues of Office 365 SAAS applications
- > Cloud Only, Azure AD Pass through Authentication, Azure AD Pass Through Authentication with Seamless Single Sign On, Federated SSO environment
- > Password Hash Synchronization
- > Planning, Implementing and Managing Directory Synchronization
- > Setting up Azure AD Connect and managing it
- > Planning an AD FS Deployment
- > Planning Active Directory Federation Services in Microsoft Azure
- > Solving issues related to Modern Authentication (Office 365 applications + ProPlus Office Suite)
- > Multi Factor Authentication setup and management
- > Azure Information Protection Implementation
- > Conditional Access Implementation and Management
- > Restricting traffic in AD FS deployments
- > Planning Password Policies in Azure AD
- > Self Service Password Reset and Password Write Back Implementation
- > Azure Sign-ins and Auditing

- **Managing Office 365 ProPlus Deployments**

- > Fixed Office 365 ProPlus Licensing and Activation issues
- > Managing updates options of Office 365 ProPlus (Current Channel and Deferred Channel)
- > Restricting User Access to Office 365 ProPlus to block user driven client installations
- > Performing Managed Deployments and custom deployments using Office Deployment Tool
- > Deploying Office 365 ProPlus using Group Policies
- > Collecting and analysing etl logs, nULS logs, SARA logs, OffCAT logs, playing with ADAL and WAM keys, OffScrub and ROA logs
- > Shared Activation issues

Note: We only worked on Office 365 ProPlus licensed tools, never worked on Volume Licensing (VLSI keys) or msi based (single license key) Office clients, as the architecture and their support team was different. We did not get a chance to work on Citrix Servers or implement roaming profile deployments. But I would like to learn these scenarios if business demands and If I get a hands-on experience on it.

LANGUAGES

Hindi

- Native language, excellent spoken and written

English

- Fluent, excellent spoken and written

Hobbies

- Collect music while I travel to new places
- Playing Chess and Badminton
- Reading about new changes in IT security domain
- Cooking