

Lokesh Chauhan

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SUMMARY

Results-driven Microsoft 365 Engineer with extensive experience in Exchange Online, Defender and Purview products. Proven expertise in deploying, managing, and troubleshooting complex Exchange Online environments while implementing robust security measures to safeguard organizational data. Strong problem-solving abilities and excellent communication skills, dedicated to providing exceptional support and driving continuous improvement.

PROFESSIONAL EXPERIENCE

Messaging Specialist – CIBC, Hybrid

June 2022 - Present

- Deliver a highly available and stable messaging services environment working on email security & hygiene, MTAs, archiving on cloud-based as well as on-prem devices.
- Perform daily monitoring of the environment to address incidents proactively and reactively in the production environments.
- Participate in **Disaster Recovery** drills and ensure lessons learned are incorporated into plans for future drills or responses to real events.
- Participate in assigned projects following effective requirements, design, development, and implementation processes, some of the major as below:
 - *Mail-Flow rerouting:* Designed and implemented inbound and outbound mail-flow to move from **centralized mail transport** to **criteria-based routing** for a 65k+ users' environment.
 - *Secure Email purging:* Automated purging of sensitive emails using **sensitive info types** and **retention labels** from Purview for a specific group of 14k+ users.
 - *Data Residency:* Successfully migrated 4k+ mailboxes from home datacenter to a different geo-location to comply with regulations.
 - *Data Resiliency:* Implemented air-gapped, immutable backups for Exchange, OneDrive, SharePoint Online, and Teams to ensure data resiliency and recovery in the event of a cyber-attack.
 - *Business Continuity:* Deployed ProofPoint Continuity to maintain uninterrupted email communications during prolonged outages with the primary email service provider.
 - Integrated several applications to use more secure and robust **Graph APIs**.

M365 Premier Technical Support Advisor IV – SherWeb, Remote

Mar 2020 – June 2022

- Elected as **Most Valuable Player (MVP)** twice contributing most to the team for Q4 2021 and Q1 2022, in a team of 100+
- Troubleshoot, researched, diagnosed, documented, resolved technical issues, and provided customized solutions to large enterprise and government organizations (1000+ users) discussing with systems administrators, IT directors and executives.
- Assessed and replicated issues on virtual machines, used appropriate tools to diagnose and provide accurate solutions to clients.
- Provided best practices and deployment techniques to the clients assessing their needs and organisational structure.
- Knowledge and experience in creating and running **basic PowerShell scripts**.
- A specialization on advanced products like Exchange Online, Defender & Purview, Azure Information Protection/Data Classification, Entra ID, Teams or OneDrive/SharePoint Online
- Manage client escalations and de-escalations and work with engineering team to offer premier level resolution.
- Displayed courtesy and strong interpersonal skills with all customer interactions.

Lab Assistant - Sir Sandford Fleming College, Peterborough, ON

Feb 2018 – May 2018

- Provided guidance to students and faculty on various software, tools and network including pin configuration, assemble & test the lab kits, debug codes and made students understand the cause of the errors and how to rectify it efficiently.
- Supervised the periodic inspections and maintained checks on laboratory equipment.
- Checked the demonstration of the labs for professors whenever needed.

CERTIFICATIONS AND SKILLS

Certifications – Cisco Certified Network Associate (CCNA), Interconnecting Cisco Networking Devices 1 (ICND1)

Platforms & Tools – Exchange Online/Server, Exchange Online Protection (EOP), Purview, Defender, Entra ID, Windows, ProofPoint Hygiene, ProofPoint Continuity, Rubrik, Nmap, Wireshark, Fiddler, TeraTerm, Cisco Routers, Layer 2 & 3 Switches

Networking & Security – DNS, DKIM, DMARC, SPF, TLS, TCP/IP and OSI model

EDUCATION

Wireless Information Networking - Post Graduate Certificate
Sir Sandford Fleming College, Peterborough, Ontario

Jun 2019

Electronics & Telecommunication - Bachelor of Engineering
Gujarat Technological University, Ahmedabad, Gujarat, India

Jan 2017