Lokesh Chauhan

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SUMMARY

Results-driven Microsoft 365 Engineer with extensive experience in Exchange Online, Defender, and Purview products. roven expertise in deploying, managing, and troubleshooting complex M365 workloads, including Exchange Online, Defender, and Purview while implementing robust security measures to safeguard organizational data. Strong problem-solving abilities and excellent communication skills, dedicated to providing exceptional support, operational reliability, and driving continuous improvement.

PROFFESSIONAL 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.
  - Improved *Defender* Secure Score from ~40% to 72%, exceeding benchmarks by 30% compared to organizations of similar sizes.
  - *Data Residency***:** Successfully migrated 5k+ 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.
  - Written and migrated **PowerShell scripts** for the team as MSOnline and AzureAD modules expired.
  - Integrated several applications with secure and robust **GraphAPI**, including a critical directory sync with ProofPoint.
  - Leading a major project to conduct a PoC for migrating existing **DLP policies** to Defender, while simultaneously planning **cross-tenant synchronization** to streamline collaboration and strengthen security across environments.

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.
- 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.

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   Jun 2019
Sir Sandford Fleming College, Peterborough, Ontario

Electronics & Telecommunication - Bachelor of Engineering   Jan 2017
Gujarat Technological University, Ahmedabad, Gujarat, India