



LOKESH KUMAR RAMALINGAM

Lead I-Cloud Infrastructure Services

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Location: Chennai, India.

Summary of Experience:

- 6+ years of experience in IT infrastructural management and performance monitoring of Windows/Mac OS platform based on systems/applications, currently working as Lead I-Cloud in Azure, O365 admin and server level knowledge of windows 2012 R2 and 2016.
- Cisco certified network associate - Cisco ID: **CISCO13560216**.
- Microsoft 365 certified on **MS-100,101** Enterprise Administrator Expert- certification no: **I125-9963**.
- Microsoft 365 certified on **MS-700** Teams Administrator- certification no: **I103-2142**.
- Microsoft certified on **AZ-104** Azure Administrator Associate - certification no: **H883-1724**.
- Microsoft certified on **AZ-900** Azure fundamentals - certification no: **H431-6509**.
- Experienced in team management & maintaining all tickets as per SLA and resolution to the issues faced by end users and servers based on ITIL process with the needs of business.
- Worked on McAfee, Symantec, Kaspersky, Sophos antivirus server & client management.
- Experienced in managing mobile, laptop devices and apps deploy in Intune endpoint manager admin center.
- Superior in troubleshooting and technical support abilities with MS Azure & SharePoint migrations, network connectivity, security patches for production servers, and Microsoft 365.
- User management in Azure active directory, on-premises AD, and Exchange 2010, 2016.
- Worked in Hyper-V, FTP & SFTP, NAS backup, DFS file replication and server monitoring project with SCOM 2019.

ACADEMIC PROFILE:

BE-(ECE) at Apollo Engineering College, Chennai, Tamil Nadu

April 2015

HSC: MMDA Government Higher Secondary School, Chennai

April 2011

SSLC: MMDA Government Higher Secondary School, Chennai

April 2009

PROFESSIONAL EXPERIENCE - VI

Company Name: **UST Global**

Designation: **Lead I – Cloud Infrastructure Services**

Feb 2021 to Till Date.

Roles and Responsibilities:

- 24*7 Incident/request management & resolution to end users through manage engine & Service now ticketing tool.
- User onboarding like account creation in Azure AD, mailbox creation in Exchange & migrating to office 365 and license assigning.

- Create, Manage, and delete site collections and global SharePoint settings.
- Creation and management of group policy update across forest and domain level.
- Archiving user mailbox from eDiscovery in O365 security & compliance after user relieved and mapping the same to team members with the manager approval.
- Worked in Office 365 administration as Set up “Send As” and “Send on Behalf” delegates and create, edit, delete, and restore Microsoft 365 groups creation, expiration, and naming policies.
- Supporting and resolving issues related to hardware and software in windows 10 clients.
- Providing regular monthly WSUS patch update for windows servers and client systems.
- Maintaining Intune endpoint manager for devices and apps management & OS and applications deployment via SCCM.
- Creation of virtual machine in Azure portal & cloud shell and configurations of the server.
- Maintaining of AD, Exchange, FTP&SFTP and Data backup servers.
- Worked with Azure AD connect for sync the on premises to cloud environment.
- Worked with VPN related issues at Cisco AnyConnect, User switches, VLAN configuration and backup.
- Worked with ADFS server for single sign-on.
- Management of print servers and configurations of both local and network printers to make labels and barcode prints for business purpose.
- Management of all IT hardware assets and creating reports & documentations for ISO audits.
- Email message tracing in mail flow and analyze failed emails, checking and releasing emails from quarantine.

PROFESSIONAL EXPERIENCE - V

Company Name: Learnship Networks GmbH

Designation: IT Engineer

July 2020 to January 2021.

Roles and Responsibilities:

- 24*7 Incident/request management & resolution to end users through JIRA service portal.
- Creating of AD account/Office 365 mailbox and license assigning like exchange online, Power BI, skype for business PSTN conference license, office365 pro plus license and Microsoft azure admin portal management.
- Microsoft 365 (E3 & E5) management including Azure AD, Intune, bitlocker encryption, threat management, OneDrive, MS Teams telephony, and SharePoint admin.
- Managing dashboards, users, groups in Atlassian Jira and confluence administration.
- Creating and configurations of VM's in Microsoft azure & Hyper-V server manager.
- During out of office hours, worked in monthly windows patching and emergency as needed.
- Maintaining Microsoft endpoint manager admin center (Intune) to manage and monitor autopilot devices, deploy apps, MDM, MAM, ATP, CAS and create policies, etc.,
- Exchange user & shared mailbox, distribution groups and mail contacts creation in exchange 2016/O365 and giving requested permissions to users as per their request.
- Regular check of risky users & sign in from azure and management of users, groups in azure AD, Exchange online, multi factor authentication & SSPR.
- Checking with network switching, firewalls backups & restore, and Wi-Fi AP devices.
- Ensuring network connectivity throughout company's LAN/WAN infra with technical considerations and networking, TCP/IP, sub-netting, VLANs, DHCP, etc.,
- Supporting single sign-on using active directory federation services with multifactor authentication and azure AD connect for hybrid environment.

PROFESSIONAL EXPERIENCE - IV

Company Name: **FE fundinfo Pvt Ltd.,**
Designation: **Infrastructure Operations Engineer**

Dec 2018 to July 2020.

Roles and Responsibilities:

- 24*7 Incident/request resolution to end users through LANDesk and ISM Service Portal.
- Creation and migration of AD user account, exchange mailbox from on prem to Office 365 for users. Intune & Office 365 admin portal management and resolving if any errors like DirSync, permission, replication, SPF, DKIM, and group policies management etc.,
- Creation and management of shared mailboxes & resource mailboxes (access and issues).
- Creation of DL's in exchange online; providing access to bulk users by GUI, PowerShell command and migration of NAS files & folders to azure file share and SharePoint.
- Configuration and management of network switches and firewalls (Fortinet), regular monthly taking backups and restore for cisco switches & firewalls, and whitelisting or blacklisting of IP addresses.
- Creation of mail address forwarding and anti-spoofing policy on mimecast to redirect or accept mails from external clients.
- Management of network policy server and ensuring all clients getting proper VLAN & IP.
- Management of Dell EMC networker and backup to NAS storage with tape drive libraries.
- Creation and maintenance of probe in PRTG console for monitoring devices & applications.
- Management of Microsoft azure admin portal and azure AD users & devices.
- Ability to create a SharePoint and customize as per the user needs for their productive environment and DFS server management with resolving replication issues.
- Management of SCOM server and resolving the issues which is reported by SCOM agents.
- Creation of roll-out packages & managing all hardware devices in Ivanti endpoint manager.
- Creation of FTP and SFTP accounts & folders for file transfer to clients and configuring servers in Hyper-V server manager.
- Sophos AV related issues resolutions and event monitoring on clients in Sophos central.
- Resolving IIS site related issues on high utilization and do the required site switch on load balancers to maintain high availability.
- Preparation of process documents for quality and audit purpose, working on tickets, changes, report generation and processing.
- Ability to do business continuity plan as per the ITIL process on applications/devices and prepare documentation on BCP process.

PROFESSIONAL EXPERIENCE - III

Company Name: **Data Glove IT Solutions (Mphasis)**
Designation: **Associate Engineer**

Dec 2017 to Dec 2018.

Roles and Responsibilities:

- 24*7 Incident/request resolution to end users for service task and tickets within SLAs through service now ticketing tool.
- Intune endpoint management of MDM and MAM with SCCM hybrid environment.
- Installation, troubleshooting and configurations of Lotus notes 6.5.2, 7.0 and 8.0 client.
- Management of on-premises exchange server, directory sync, active directory users & groups creation and maintenance.
- Maintaining and monitoring AD server health, WSUS server, and azure AD administration.

- Management of exchange 2010, 2016, and office 365 hybrid setup (exchange online, skype for business online, Teams, OneDrive, and SharePoint administration).
- Regular weekly patch updating of antivirus (McAfee 8.8.0.1804) to all client machines.
- Installing client OS to all desktop, laptop and apps deploy via app store using SCCM.
- Configurations of windows server, Bitlocker management, and server OS installations.
- Worked in multiple virtual environments (using Citrix, Hyper-V, Azure, AWS).
- Worked on the support of Security applications, such as Multi Factor Authentication and encryption systems.
- Carried out day to day maintenance, administration, and support on end-user devices.
- Installation, troubleshooting and configurations of local & network printers.
- Management of VC connection and audio calling with cisco & polycom devices.
- Tracking and maintaining of all IT assets, handling software & hardware issues of both laptops and desktops.
- Provided remote support to end users through Teams, MSTSC, MSRA and other third-party remote software's.
- Coordinating with vendors for all IT related purchasing and hardware maintenance & support related queries.

PROFESSIONAL EXPERIENCE – II

Company Name: Magna InfoTech (Wipro client of L&T)

Designation: Desktop Support Engineer L-II

Dec 2016 to Dec 2017

Roles and Responsibilities:

- 24*7 Incident/request resolution to end users within SLA's through manage engine ticketing tool administration.
- Administration of Microsoft azure, office 365 apps and Intune endpoint device management.
- Maintaining on prem AD, exchange 2016, and Microsoft 365 for user & mailbox creation.
- Installation, configuration and troubleshooting of windows 10 OS clients and 2016 servers.
- Management of firewall (Fortinet), network security monitoring and taking backup regularly.
- Maintaining and checking polycom devices, network printers and projectors regularly.
- Configuration and issues troubleshooting of Bio metric devices & Wi-Fi access point.
- Good work exposure on mailbox migrations from on premise to Office 365 and client configuration.
- Creating SharePoint sites and assigning respected permissions to the users and modifying permissions as per the tickets.
- Managing and monitor all installed systems and infrastructure for the organization to be in line with company guidelines or SOP (standard operating procedure).
- Checking VC devices regularly (POLYCOM, TANDBERG, & CISCO) and making video conferencing calls through private IP within the site and outer client locations for business purpose through public IP and supported audio conference calling (Door Shaba in polycom phone).
- Coordinating with vendors like ISP (Tata communications, Airtel etc.) and HP for hardware and internet maintenance.
- Maintaining branch office servers & checking synchronizing status of WSUS & SEPM.
- 12.1.6 and 14 about main server to branch server, and patch updating regularly in all site locations and user management.
- Monthly once site visit if any issue cannot be able to solve in remote and for site maintenance.

PROFESSIONAL EXPERIENCE – I

Company Name: **Daphne InfoTech**
Designation: **System Support Engineer**

May 2015 to Dec 2016

Roles and Responsibilities:

- Managing and creation of users in on-prem AD, and mailbox in exchange 2010.
- Creation and administration of office 365 user, shared mailbox, distribution list.
- Installation of OS and configurations (Windows 10 and Server OS 2012 R2, 2016 & 2019).
- User provisioning process and regulatory controls, when handling service requests for new account creation, account termination or modification in IT system access and assets.
- Maintaining & troubleshooting network printers and configuring print servers.
- Worked with disk space issues, outlook configuration, PST archiving and mailbox cleanup.
- Anti-virus issues troubleshooting and regular windows patch updates with servers and client management.
- Worked with network team while testing network related issues and servers for patch deployment
- Troubleshooting problem diagnosis of laptop & desktop hardware's and RAM upgradation, replacing motherboard, keypads, display, touch panels to laptops.
- Diagnosing and troubleshooting to technical issues, account setup and network configuration.
- IPV4 addressing and configuration to switches and client machines.

Server Platform/Applications:

- MS Windows server 2012 R2, 2016 AD DS, DNS, DHCP and ADFS.
- MS SCVMM 2016 and MS exchange 2010, 2016.
- Windows 2016 Hyper-V server configuration and management.
- Ivanti endpoint manager and Microsoft Intune endpoint manger admin.
- Pulse secure VPN, F5 VPN, NCP client, Cisco AnyConnect VPN client.
- McAfee 8.8.0.1804, Symantec endpoint protection 12.1.6, Kaspersky, and Sophos central administration.
- Microsoft 365 admin as OneDrive, Teams, SharePoint admin center and Company portal for apps deployment.

Monitoring and Security:

- Microsoft system center operations manager (SCOM) 2016 & 2019.
- PRTG web console, Pingdom alerts and Pager Duty console alerts & monitoring.
- New Relic web console for IIS Site Monitoring.
- Sophos Central web console for AV monitoring on clients.
- Radware Load balancer console for IIS load balancing.
- Cloud flare for IIS Site Security.
- Azure Information Protection for data security.

PROFESSIONAL CERTIFICATIONS:

- Cisco Certified Network Associate in Routing and Switching (**200-125**).
- **MS-100, 101** Microsoft 365 Enterprise Administrator Expert certified.
- **MS-700** Teams Administrator Associate certified.
- **AZ-104** Azure Administrator Associate certified.
- Azure Fundamentals certified (**AZ-900**).

Courses:

- Course done in Office 365 Administration.
- Course done in Cisco Certified Network Associate (CCNA)
- Course done and certified in Honors Diploma in Computer Application (HDCA).
- Certified as Lower in Type Writing.

Soft Skills:

- Optimistic & creative thinker.
- Flexible.
- Self-confidence & interpersonal skills.

Personal Details:

Name	:	Lokesh Kumar Ramalingam
Date of Birth	:	10 May 1994
Gender	:	Male
Nationality	:	Indian
Languages Known	:	Tamil, Telugu, and English
Hobbies	:	Story Writing, Lyrics Writing, Playing Chess
LinkedIn Id	:	https://www.linkedin.com/in/lokesh-kumar-ramalingam-4a3b64141/

Declaration:

I hereby declare that the above furnished details are true and correct to the best of my knowledge and belief.

Date :
Place : Chennai

(Lokesh Kumar. R)