

## Mohammad Irfan

Microsoft 365 & Azure Administrator | Cloud & Security Specialist

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LinkedIn: <https://www.linkedin.com/in/themohammad-irfan/> | Certifications: AZ-104 • AWS SAA • RHCSA • NSE-1

## Professional Summary

Experienced Microsoft 365 & Azure Administrator with 7.6+ years supporting 2000+ users across multi-tenant environments. Expert in Microsoft 365 tenant administration, Exchange Online, SharePoint, Teams, OneDrive, Intune MDM, Azure Virtual Desktop, Azure AD/Entra ID, Conditional Access, hybrid identity, and cloud migrations. Skilled in troubleshooting, mail flow optimization, license management, automation, security compliance, and cross-functional collaboration. Seeking to leverage expertise to enhance enterprise IT operations and deliver seamless user experience.

## Core Skills

### Microsoft 365 & Collaboration

- Exchange Online, SharePoint Online, Teams, OneDrive
- Mail Flow, Retention Policies, Licensing, Role-based Access

### Azure & Identity

- Azure AD Connect, Conditional Access, MFA, Hybrid AD Join, RBAC, Privileged Identity Management
- Azure Virtual Desktop, Virtual Machines, Backup, Recovery Vault
- Resource Groups & Subscription Management, Azure Storage Accounts, Blobs, File Shares, Queues, Tables, Azure Networking, VNets, NSGs, Load Balancers, VPN Gateway

### Intune & Endpoint Management

- Device compliance, configuration profiles, app deployment, Windows Autopilot, Patch Management, MDM and MAM

### Security & Compliance

- Defender for Cloud, DLP, Audit Logs, Threat Detection, Sign-in Logs, Message Trace

### Active Directory & Windows Server

- User/Group/OU management, Group Policy, DNS, DHCP, Hybrid Identity

### Automation & Tools

- PowerShell, Azure Automation, Azure Monitor, Log Analytics, Zabbix, ServiceNow, SLA Reporting

### Soft Skills

- Team Collaboration, Mentoring, Communication, Troubleshooting, Knowledge Sharing

## Professional Experience

### Microsoft 365 L2 Support Lead — Saraca Solutions | Noida — May 2022 – November 2025

- Leading Microsoft 365 and Azure administration for 1,500+ users across multi-client environments, focusing on cloud migrations, security, and compliance.
- Directed Microsoft 365 migration from G-Suite to M365 for 800+ mailboxes with zero data loss
- Resolved 4,000+ L2 support tickets in Exchange Online, SharePoint, Teams, OneDrive, Intune, and Azure AD
- Reduced email delivery issues by 40% via mail flow monitoring and MX/DNS corrections
- Automated onboarding/offboarding using PowerShell, reducing manual effort by 95%
- Enhanced login success rate by 30% through Conditional Access and MFA implementation
- Monitored Azure AD Connect health, password sync, and hybrid identity
- Conducted tenant health checks, audit logs, and compliance reporting to minimize security alerts
- Authored 50+ Knowledge Base articles and trained L1 support engineers
- Collaborated with Microsoft Premier Support on high-severity incidents

**System Administrator — Softsages Technologies | Noida — Sep 2020 – May 2022**

- Administered Microsoft 365, Azure, and network infrastructure for 900+ users.
- Secured 40+ SharePoint Online sites with proper permission structures
- Monitored Azure workloads via Azure Monitor and Log Analytics, reducing unplanned downtime by 20%
- Configured Exchange Online transport rules, spam filters, and compliance policies
- Managed Windows/Linux servers, including patching, backup, and performance tuning
- Configured Zabbix monitoring for network devices, firewalls, and VPN
- Trained teams on IT best practices and Office 365 usage

**Associate Administrator Intuz, Ahmedabad — Aug 2019 – Sep 2020**

- Provided Microsoft 365 and AWS administration for medium-scale enterprise users.
- Managed lifecycle for 300+ Microsoft 365 accounts including licenses and group memberships
- Administered AWS EC2 instances, security groups, AMIs, and backup schedules
- Installed and maintained Windows/Linux servers with patching and security hardening
- Troubleshoot mail delivery issues, MX records, and Outlook connectivity
- Supported Office 365, Exchange Online, and SharePoint

**IT Analyst Tikona Infinet Limited, Ahmedabad — Jun 2017 – Sep 2018**

- Delivered IT support across hardware, OS, and Office 365 for end-users.
- Resolved 1,000+ support tickets with SLA adherence
- Configured Outlook profiles, Office 365 mailboxes, and SharePoint access
- Managed routers, switches, WAN links, and coordinated with ISPs
- Provided onsite and remote support for Windows, Linux, and Mac environments
- Implemented standard troubleshooting guides by reducing repeat incidents by 50%

**Education**

**Master of Computer Applications (MCA), Lovely Professional University — 2023 – 2025**