

Sayan Ghosh

Microsoft 365 Administrator

Kolkata, India || <https://infra365.online>

+91-7001164440 || sayan@microsoftadmin.in

PROFESSIONAL SUMMARY

I am an experienced Microsoft 365 architect with over 4 years at Accenture, specializing in managing multiple global O365/M365 environments supporting 15,000-60,000 users across multiple regions. I have strong expertise in Exchange Online, Intune, Teams, OneDrive, and Azure AD, allowing me to deliver excellent results in complex cloud infrastructures.

I use PowerShell automation to streamline operations, reducing manual workload and enhancing service reliability. My experience in implementing security measures—including Conditional Access, Multi-Factor Authentication (MFA), and Microsoft Defender for Office 365—ensures robust protection and compliance.

With a proven track record in advanced troubleshooting and escalation resolution, I drive service improvements that address challenges and promote long-term enhancements. My commitment to ITIL compliance and digital efficiency has consistently strengthened tenant security and operational excellence.

Core Skills

Microsoft 365 & Cloud Infrastructure:

Exchange Online & Hybrid, Teams Administration (Voice, Auto Attendants, Call Queues, Routing, Rooms, Policies), Intune & Endpoint Management (MDM/MAM, BYOD, compliance, app deployment, endpoint security).

Identity & Security:

Azure AD / Entra ID (user/group management, hybrid sync), IAM (Conditional Access, MFA, SSO, app registrations, RBAC), Defender for Office 365 (threat protection, Secure Score, SPF/DKIM/DMARC), Data Governance & Compliance (DLP, sensitivity labels, eDiscovery, retention).

Automation, Collaboration & AI Tools:

PowerShell scripting and automation, ITIL incident/problem/change management with ServiceNow and Jira, advanced Confluence site administration with a focus on governance, access controls, and content lifecycle management. Proficient use of AI assistants—Copilot, ChatGPT, Perplexity, and Claude Gemini—for enhancing efficiency and technical support.

PROFESSIONAL EXPERIENCE

Accenture – Infra Managed Services Analyst (Microsoft 365 Administrator)

Kolkata, India | Dec 2021 – Present

- Led the administration of global Microsoft 365 tenants and Exchange hybrid environments supporting up to 60,000 users.
- Automated Group creations, mailboxes provisioning, Teams Enterprise Voice assignments, using PowerShell, and reducing manual workload by 25%.
- Achieved SLA-backed 99.9% service uptime; managed mailbox migrations and Azure AD Connect synchronization.
- Implemented Conditional Access, MFA, app registrations, and Defender for Office 365 to strengthen security posture.
- Configured and enforced email authentication (SPF, DKIM, DMARC) and compliance policies across domains.
- Administered Intune MDM/MAM for corporate and BYOD devices, increasing device compliance by 30%.
- Managed Teams Enterprise Voice workflows, including complex Auto Attendants, Call Queues, and Direct Routing.
- Resolved 150+ service requests/incidents monthly through ServiceNow and Jira.
- Administered Confluence for a cross-functional project with responsibilities including site governance, role-based access management, and content lifecycle optimization, supporting cross-functional teams and knowledge sharing.
- Consistently apply AI tools such as Copilot, ChatGPT, Perplexity, and Claude Gemini to streamline operational workflows, accelerate troubleshooting, and enhance reporting accuracy.

CERTIFICATIONS

- [Microsoft 365 Certified: Fundamentals \(MS-900\)](#) - June 2023
- [Microsoft Certified: Azure Fundamentals \(AZ-900\)](#) - June 2025
- [Atlassian Certified: Confluence Essentials \(ACA-920\)](#) - May 2025
- [Microsoft 365 Certified: Administrator Expert \(MS-102\)](#) – Oct 2025

EDUCATION

B.Tech in Information Technology

Jalpaiguri Govt. Engineering College | 2016 - 2019

Diploma in Computer Science & Technology

Siliguri Govt. Polytechnic | 2013 - 2016

ADDITIONAL INFORMATION

- **Languages:** English (Fluent), Hindi (Fluent), Bengali (Native)
- **Availability:** Flexible for global time zones, experienced in 24/7 on-call support.
- **Professional Development:** Active member of the Microsoft & Atlassian community, regularly contributing to technical forums and staying current with Microsoft & Confluence product updates.