

Karanjit Singh

thekaranjit@outlook.com | +91 7302117129

Education

Pune University, India

Bachelor of Arts | Oct 2011

CourseWork

UnderGraduate

Computer Applications
Programming
Database Management
English
Accounting
Business Studies

Graduate

English
Travel & Tourism
Geography

Skills

Microsoft Purview
Azure Information Protection
Sensitivity Labels
Exact Data Match
Communication Compliance
Azure Administration
Office 365
Exchange administration.
Migration
SharePoint Administration
Teams & One Drive Administration
Security and Compliance
Outlook Troubleshooting
Multifactor Authentication
Email Security
Active Directory
Powershell Scripting
Automation
Sentinel One
Proofpoint Cloud
Intune, Shareweb
Axcient Cloud Backup
Conditional Access Policy

About Me

7+ Years of Experience in Exchange O365 Administration including Extensive exposure in EXO | Windows Server 2019/22 | Active Directory | Exchange hybrid with O365 | ADFS | AAD Connect Installation and Troubleshooting | ITSM tools like SNOW, CW Manage | M365 Security & Compliance | Microsoft 365 Defender | Hybrid Migration | Tenant to Tenant Migration | Azure Identity | SPO | Teams.

Experience

Insight | System Analyst (L2)

January 2023 - Present | Gurgaon, India

- Execute all types of day to day tasks related to O365, AZURE, Intune, Active directory, Migration
- Provide L2 support to L1 engineers and actively work on escalated cases.
- Managed cases related to Exchange Online (O365/AAD Connect/DirSync/ADFS/ConditionalAccess/O365 Security & Compliance/Azure AD/Azure Identity.
- Analyse and solve various customer issues and bugs, and act as the liaison between our customers and product teams.
- Root cause analysis on new issues encountered

ConnectWise | Dedicated Tech (L2)

Dec 2020 - January 2023 | Pune, India

Dedicated Tech for ICS Data, MI USA

- Execute all types of day to day tasks related to O365, AZURE, Intune, Active directory, Migration
- Perform pre migration and post migration tasks.
- Maintain good customer relation with clients but resolving the issues, deploying new technologies
- Monitor and troubleshoot issues related to AD Servers, Backup management, User management.
- Worked as a M365 SME for the company.
- Maintain updated knowledge of company products and services to better provide customer support and service solutions.
- **Created program to get status of backup program and saved manual checking, saved 4+ hours everyday**

Language

English (Fluent)
Hindi (Native)

Personal Info

Date of Birth:

23/02/1991

Marital Status:

Single

Nationality:

Indian

Contact Information:

thekaranjit@outlook.com

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www.linkedin.com/thekaranjit/

Convergys | L2 Support

Aug 2019 - Dec 2020 | Pune, India

Premier Support for Microsoft Office 365

- Handling escalated cases as L2 support
- Troubleshoot Exchange, Azure, Teams and Security & Compliance issues
- Assisted customers with more difficult technical issues requiring a greater level of personalized care and in greater length.

Key Achievements

- Solved 99.2% of Level 2 tech support tickets without needing to escalate to Level 3 tech support engineers.

Overseas LLC | Support Associate

Jan 2016 - Apr 2019 | UAE

Biosensors Int | Associate Manager

Mar 2014 - Dec 2015 | India

Disha Online Service | Technical Support

Feb 2011 - Feb 2014 | India

Certifications

- Microsoft 365 Exchange Online Support Associate
- Microsoft 365 Identity Support Associate
- Microsoft 365 Outlook Support Associate
- Microsoft 365 Security and Compliance Support Associate

Awesome things I do

- Upgrade my skills
- I cook awesome Indian food
- I go on hiking (4000 Meter Solo Hiker),
- I do vlogging for fun,
- I love graphics designing and video editing
- Digital Marketing
- Create WordPress templates