# Siva Shankar Sundar

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## Objective

To work for a well-reputed organization, seeking a highly challenging and rewarding career, where my experience will add value to be an integral part of the organization's growth and success.

## Career Summary

I have 16 + years of experience in the IT industry.

MCSE (Productivity – Office 365)

MCSE (Messaging – Office 365 & Exchange)

TOGAF

ITSM / ITIL V4.0

PMP

## Technical Skillset

**Azure**

* Windows Azure Infrastructure as A Service (IAAS Platform).
* Creating and monitoring Azure Virtual Machines Environment.
* Deploying Cloud service as per the Application team requires a Web role & Work Role.
* Enabling Mobile Device Management Policies.
* Creating & implementing Intune Policies (Microsoft Office 365).
* Design, implement, and manage security controls within Azure, including Azure Security Center, Azure Policy, Azure Firewall, and Network Security Groups (NSGs).
* Configure and manage Azure Active Directory, implement Role-Based Access Control (RBAC), and enforce Multi-Factor Authentication (MFA) for enhanced security.
* Ensure compliance with industry standards (e.g., GDPR, HIPAA, ISO 27001) and conduct regular security assessments, vulnerability scans, and audits.
* Configure SSO and enable End-user Password self-service via Azure AD Connect.
* Implement and manage virtual networks, VPN gateways, and other network security measures to protect data in transit and at rest.
* Monitor Azure resources using Azure Monitor and Azure Security Center.
* Respond to and mitigate security incidents promptly, conducting post-incident reviews and implementing improvements.
* Develop and maintain PowerShell scripts for automating security tasks and processes.

**O365**

* Office 365 Administration and Deployment.
* Knowledge of e911 calling features and setup
* Solid understanding of application systems like SharePoint Online, Teams, Office 365 Groups, and Planner.
* Managing security and governance for all O365 services.
* Expertise in integrating Teams with legacy & modern voice circuits such as on-premises SBCs, Cloud-Hosted SBCs, 3rd party recording, contact centers, etc.
* Provide system administration services to the company’s Azure cloud-computing infrastructure.
* Develop Windows 10 PowerShell maintenance scripts.
* Microsoft Teams Migration from On-Premises PBX to Cloud
* Experience in Email Routing and Spam Filtering Solutions.
* Assisting Admins in Planning, implementing, and troubleshooting email solutions with Office 365.
* Troubleshooting client connectivity issues like Outlook, Active Sync, and OWA.
* Analyzing issues with Mailbox Migrations, Free/Busy issues in Hybrid, and client connectivity across forests to provide a seamless end-user experience.
* Setting up Connectors in a Hybrid Domain Environment for effective Mail Flow between the On-Premises and Exchange Online, Analyzing and troubleshooting NDRs, Message Headers, and Message trace.
* Creating Transport rules to meet client requirements for smoother mail flow.
* Experience in Data Migration to Office 365, Windows Power-shell Scripting,
* Monitoring Servers, applications Patch Management.

**Current Organization**

**Company Name : Datanetiix**

**Designation: Solutions Architect**

**Duration: Mar 2023 – Till Date**

## Roles and Responsibilities

## Onboarding and offboarding users in O365.

## Office 365 Administration and Deployment.

## Implementing Azure AD Connect, Planning and implementing ADFS (Active Directory Federation Service) for Single Sign-on with Office 365.

## Hands-on deploying and configuring Teams Calling Plan, Direct Routing, and Operator Connect.

## Install and configure software and hardware, Manage network servers and technology tools.

## Troubleshoot issues and outages and ensure security through access controls, backups, and firewalls.

## Set up accounts and workstations.

## Monitor performance and maintain systems according to requirements.

## Troubleshoot issues and outages.

## Experience working with EOP (Exchange Online Protection

## Experience with ATP and E-discovery search experience

* Manage the Teams service and manage and create Microsoft 365 Groups.

## O365 Exchange Online and Mimecast administration

## Implemented SCCM for patch management.

## Worked on PowerShell scripting for various admin task in O365.

## Install and Configure SQL Application and Database Management.

## Implemented ADFS and Directory Synchronization.

## Worked on Skype for Business to Teams Migration.

## Worked on migrating user mailboxes from Gsuite to O365.

## Applying compliance with Legal Hold, Archiving, Retention Policies.

## Configured Configure Rights Management in SharePoint and OneDrive.

## Worked on implementing Microsoft Intune on Corporate Laptops and Mobile Devices.

## Worked on implementing Enterprise Mobility Suite on Corporate Devices.

## Worked on enabling MFA for users within the organization.

## Created VM’s in Azure based on the project requirement.

## Managing corporate Antivirus – Kaspersky.

* Backup using Netapp Applications.
* Troubleshooting mail flow issues.
* Worked on tickets and provide resolution to the users within the SLA.

## Previous Organization

Company Name: iLink Systems

Designation: Technical Project Manager

Duration: Feb 2022 – Feb 2023

## Roles and Responsibilities

* Manage VMWare EsXI Environment
* Consulted with product development teams to enhance products based on customer interest data.
* Oversaw internal product team employees and Original Equipment Manufacturer (OEM) partners.
* Developed marketing plans and strategy to promote specific products to target demographics.
* Reviewed solution architecture proposals to provide technical direction to associated personnel.
* Managed product demonstrations and testimonials for performance evaluation.
* Facilitated increased product awareness through promotion and innovative sales strategy.
* Provided training and support to sales team members.
* Developed communications plans for new products, increasing sales 100%.
* Created product positioning strategies designed to achieve optimal market penetration.
* Created production operating plans with concrete goals and clear timelines to predict manufacturing output.
* Investigated and corrected or escalated project problems.
* Identified innovative and automated approaches to routine tasks, making suggestions that were widely received.

**Company Name: iLink Systems**

**Designation: Technical Delivery Manager**

**Duration: Nov 2014 – Feb 2022**

## Roles and Responsibilities

* Migration from on premise Messaging Platforms to Office 365.
* Enhanced interfaces to promote better functionality for users. Educated stakeholders on data protection tactics to reduce breaches.
* Linux Server Administration.
* Reviewed solution architecture proposals to provide technical direction to associated personnel.
* Coordinated employee scheduling around delivery timeframes, resolving conflicts and supporting consistent availability of necessary competencies.
* Detected and proactively remediated problems in technical delivery planning and scheduling, avoiding final delivery delays.
* Created and monitored compliance with delivery schedule milestones to support consistent progress toward internal goals.
* Delivered project proofs of concept compliant with client requests, internal policies, and logistical realities.
* Analyzed projects to determine resource requirements and procure necessary equipment and software.
* Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
* Investigated and corrected or escalated project problems.
* Identified innovative and automated approaches to routine tasks, making widely received suggestions.
* Diagnosed and repaired computer hardware and network systems.
* Aggregated delivery status reports from multi-disciplinary teams to unify progress tracking efforts across projects.
* Enforced alignment of project strategy with business objectives and made modifications to promote efficient project completion.
* Microsoft Teams Migration.
* SharePoint / OneDrive for Business Migration and Implementation.
* Managed network and system performance, troubleshooting, security patching, and maintenance.
* Oversaw IT department operations and training.
* Led technology selection and rollout, focusing on organizational planning and supplier service-level agreements.
* . Understood key product management roadmap objectives and requirements to develop a product technology strategy.
* Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
* Coordinated IT operations activities to deliver a smooth flow of daily business needs.
* Demonstrated familiarity with the latest hardware, software, and networking technology
* Communicated with the executive team and CEO to maximize development efficiencies and resolve technology issues.
* Played a key role in ongoing network design, reevaluation, and optimization to keep pace with company growth.
* Oversaw development and implementation of improvements to support and network operations.

**Company Name: Wipro**

**Designation: Technical Lead**

**Duration: Apr 2007 – Nov 2014**

## Roles and Responsibilities

* Managed a team of 14 personnel focused on implementing resolutions and updates.
* Inbound Technical Support for Microsoft Exchange / Office 365 Support
* Managed L2 / Escalation Support Team for Office 365
* Pilot Team for Exchange Online Support (Office 365)
* Weekly Training conducted for the Team on Updates / New Features within Office 365
* Performance monitor created for Individuals to track employee performance and help.

them improve their skills.

* Organized system infrastructure documentation and operating procedures,
* strengthening controls and enhancing overall performance.
* Manage meetings, including meeting policies, configurations, and conference bridges.
* View the user profile page and troubleshoot user call quality problems using an advanced troubleshooting toolset.
* Access all reports in the Microsoft Teams admin center.
* Manage messaging, including messaging policies.

## Education Qualification

* MBS – IT & Networking
* BMS – IT & Networking

Projects Managed

**Hybrid Migration and Mailbox Merge between Office 365 Tenants**

 Company A and Company B were merged to Single O365 Tenant

 Company A was using Exchange 2010 and Company B was already with Office 365

 Configured Hybrid and migrated Company A Mailboxes to Office 365

Used MigrationWiz (Bit Titan) tool for Migrating the Data from Company B to New Office 365 Tenant of Company A



 Disabled Directory Synchronization in Company B Tenant

 Configured Directory Synchronization to synchronize the AD Objects to Company A Office 365 Tenant

 Mailboxes Migrated (Data from Company B Tenant) in Batches to onmicrosoft.com accounts (Company A Tenant)

 Domain Migrated from old tenant to new tenant.

 MX Cut-over and final Sync.

 Provided Go Live support.

 Configured Directory Synchronization to Synchronize objects with Office 365

 User Manual Shared with the Administrator of Company A & B to configure End users’ client.

**Exchange Migration to Office 365 for a U.S Client**

 Configured Directory Synchronization to Synchronize objects with Office 365

 Implemented Exchange 2010 with SP3 for Hybrid with Office 365

 Created Exchange Federation with Office 365 (MFG)

 Enabled Organization Relationship by configuring Hybrid with Office 365

 Created Test cases for Mailbox Migration; plan for migrating 2500 mailboxes in Batches and followed migrating mailboxes in Batches.

 Supported I.T Administrator and End users with Outlook / Active Sync setup with Office 365 /Client issues after Migration to Office 365

 Enabled Transport Rules based on client Requirements.

 Configured MDM based on Company Requirement

 Introduced Edge Transport Server (On Premise) for Secure Mail flow between On-Premises and Office 365

 Configured Mail routing between on premise Exchange / Edge Transport / SMTP Gateway (Firewall/Spam Filter) / Office 365

 Set up Mail flow to route through on premise Spam filter.

 User Manual Shared with the Administrator of Panasonic to configure End user’s client.

**Managing On premise Exchange Environment and Clean Up for a Company in U.S**

 Led planning and executing growth and expansion of exchange servers.

 Service Pack and Cumulative updates Upgrade for Exchange Servers

 Monitored and managed Exchange Storage / Database Growth / Transaction Log file growth

Applied Security Updates and Patches (OS and Services)



Provision users for Services (Public Folder Permissions / Exchange Permissions)



 Implemented two Additional Exchange Servers and configured it to DAG to provide HA.

 Segregated Mailbox Database between the Exchange Servers for Better Performance

 Respond to requests from Helpdesk Major Projects

**Organization: Karunya University – Coimbatore**

**Period: Feb’14 – Mar’14**

**Role:**

 Configured First Exchange 2013 Server in the organization.

 Created Mailboxes for 25 users, 500+ contacts for the Students in Exchange

 Led configuration of SMS Application with Exchange for Sending Emails to Student’s personal Addresses

 Managed Post implementation tasks completed, such as Mailbox configuration  Processed archiving setup, Journaling and Transport rule configuration.

**Website:** [**http://www.karunya.edu/**](http://www.karunya.edu/)

**Organization: Page Industries Pvt. Limited, Bengaluru**

**Period: Mar’14 – Apr’14**

**Role:**

 Prepared plan for Office 365 Migration, migrated Mailboxes from Linux Server to Office 365

 Suggested IMAP Migration, created 1200 users in Bulk with Office 365 and migrated Mailboxes in Batches using.

Administrator Credentials instead of End users Credentials

 Led Mailboxes Migration in Batches to Office 365, post implementation tasks completed, such as Mailbox.

Configuration

 Shared End user Training Materials with I.T Administrator; provided Administrator Training on Office 365 for the I.T Administrators in Page industries.

**Website:** [**http://www.jockeyindia.com/page/corporate-information**](http://www.jockeyindia.com/page/corporate-information)

**Organization: Torrent Pharma Pvt. Limited, Ahmedabad**

**Period: Mar’14 – Apr’14**

 Prepared plan for Office 365 Migration from Zimbra; here all User Mailboxes were hosted in Zimbra and Majority of users located in Brazil.

 Led Imap Migration suggestion and migration by using Administrator Credentials

 Manually Created Users / Contacts / Distribution Groups / Conference rooms in Bulk with Office 365

 Met company requirement to restrict user’s mailbox access outside office hours

Created Script to disable Email Access (Time Bound) for users (MAPI / OWA / POP / IMAP / Active Sync)



**Website:** [**http://www.torrentpharma.com/**](http://www.torrentpharma.com/)

**Organization: TransAsia Biomedicals – Mumbai**

**Period: Apr’14 – Jun’14**

**Role:**

 Prepared plan for Office 365 Migration, led hosting of Mailboxes with Google Apps, Exchange and a Linux Server

 Initiated 1700 Mailboxes for Migration with 700 mailboxes in Google Apps, 500 Mailboxes in Exchange 2003 and the remaining 500 mailboxes from Linux Server

 Managed users by LDAP and some are with Active Directory, migrated the users from LDAP to Active Directory

 Implemented Directory Synchronization and Synchronized 1700 + Users to Office 365; Exchange Mailboxes were migrated using Cutover Migration (Exchange 2003 Server)

 Google Apps and Linux Mailboxes were migrated through IMAP Migration; led Contacts / Distribution Groups / Conference rooms were synchronized from Active Directory to Office 365

 Migrated Shared Mailboxes along with their Owners, moved DNS Entries to Point to Office 365

 Trained Administrators to manage End users’ issues related to Outlook / Active Sync configuration.

 Shared Detailed Document on the Migration Approach and the Project with the I.T Administrator; End user Training.

 Configured Skype for business to accept External communications in Office 365

**Website:** [**http://transasia.co.in/**](http://transasia.co.in/)

**Organization: IRS – Mumbai**

**Period: May’14**

**Role:**

 Initiated 150 Mailboxes for Migration to Office 365

 Managed decommissioning of Domino and customer wanted the Old .NSF files to be imported to Office 365

 Created Mailboxes created In Office 365 as bulk, converted NSF files to PST and import PST to Office 365 Mailbox

 Used Systools to convert NSF to PST; converted NSF file to PST to use with Outlook 2007 and above.

**Organization: DTDC – Bengaluru**

**Period: May’14 – Aug’14**

**Role:**

Prepared plan for Migrating 2500 Mailboxes to Office 365, led migration from IBM Domino Server to Office 365



 Suggested Dell On Demand Migration tool for Migrating the Mailboxes, since IMAP will ignore Contacts and Calendars from getting migrated.

 Purchased Dell ODME Tool License for Migration; established Domain Joined Windows 2008 Server, since Domino installed on a Linux OS

 Installed IIS and configured Dell ODME to connect from Dell On Demand Portal, assigned a Public IP Address to the Standalone Server

 Mailbox Migration in batches and led migration from Lotus Domino Notes 8.5.3 to Office 365

 Provided administrative support for Users and Administrators for 2 months’ post Implementation.

**Website:** [**http://dtdc.in/**](http://dtdc.in/) **Other Projects:**

**Organization: Virginia Transformers – Virginia (U.S.A)**

**Period: Sep’16 – Dec’16**

**Website:** [**http://www.vatransformer.com/**](http://www.vatransformer.com/)

**Organization: Blue Water Federal Solutions – Virginia (U.S.A)**

**Period: Nov’16 – Dec’16**

**Website:** <http://www.bwfed.com/>

**Organization: Data Color – U.S.A**

**Period: Aug’16 – Sep’16**

**Website:** [**http://www.datacolor.com/**](http://www.datacolor.com/)

**Organization: Lantronix**

**Period: Sep’16 – Jan’16**

**Website: https://**[**www.lantronix.com/**](http://www.lantronix.com/)

**Organization: Einfochips – Ahmedabad**

**Period: Aug’14 – Oct’14**

**Website: https://**[**www.einfochips.com/**](http://www.einfochips.com/)

**Organization: Inatech – Chennai**

**Period: Sep’14**

**Website:** [**http://www.inatech.com/**](http://www.inatech.com/)