**Indupriya P**

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# **High level Overview**

* **Certified Microsoft Enterprise Administrator**, Windows administrator with **10+ years of work** experience in servers and desktops, specializing in the **implementation, management and maintenance of Active Directory, Exchange, and Backups.**
* Participated in internal/external Audits and looking forward to being a **Cybersecurity Engineer**.
* Professional experience on **Windows**, Active Domain Services and **VMware** administration.
* Experience with **Virtualization technologies** like installing, Configuring and administering **VMware ESX/ESXi** and created, managed VMs(virtual servers) and involved in the maintenance of the virtual server.
* **Windows** and **VMware** with core experience with Active directory administration and VMware virtualization technologies and Sr Operations Support.
* Implementing, Maintaining AD Infrastructure as a service in Microsoft **Azure** Cloud platform.
* Expertise in **Active Directory design and support (Group Policy Object (GPO), Active Directory (AD) Schema, Organization Unit (OU), LDPA, Sites, Replication**, etc.)
* Creating and Linking Group policies for Windows Server in **AD domain**.
* Installing, Configuring, and Troubleshooting **Office 365** apps.
* Implemented **Active Directory Federation Services** ADFS for single-sign-on access to the Office 365 environment.
* Planning and designing **SCCM** infrastructure according to the organization's requirements.
* Designing and implementing the **EUDM** solution based on the organization's requirements.
* Monitor and report on **endpoint device usage** and performance, including identifying trends, analyzing data, and making recommendations for improvements.
* **Group Policy** implementation, management and troubleshooting experience and experience with configuration Group policy objects to secure a windows infrastructure.
* Script editing using **MS Script tools (PowerShell, VB Script)** to automate administrative tasks.
* Executed **Windows Operating System Deploymen**t projects, including planning, imaging, and post-deployment configuration.
* Configured and customized Task Sequences in **Microsoft Deployment Toolkit (MDT)** or **System Center Configuration Manager (SCCM)** to automate OS installations.
* Applied unattended **installation scripts** for automated and zero-touch deployments, optimizing large-scale system rollouts.

# **Career Summary**

**New York State – Department of Financial services New York, USA**

System Engineer June 2023 – Till Now

**Roles and Responsibilities:**

* Creating and managing resources in **Azure**, such as **virtual machines, storage accounts**, and **databases**.
* Assisted in updating of **VMware** servers in spanning multiple domains for efficiency purposes.
* Configured conditional access policies in **Azure** to assess sign in risks of corporate users.
* Manage user identities and access to Azure resources, Creating and managing **Azure Active Directory** (AD) accounts, assigning roles and permissions, and configuring multi-factor authentication.
* Provided technical assistance for monitoring of **VMware Vsphere** alerts to ensure performance.
* Planning and designing **SCCM** infrastructure according to the organization's requirements.
* Monitor **SCCM** components and troubleshoot any issues that arise.
* Working on Inventory Management, Software distribution, Patch Management using **SCCM**
* Application packaging through **SCCM** support
* Consult, design, and document **MDM** environments for new and existing customers.
* Designing and implementing the **EUDM** solution based on the organization's requirements.
* Settings and policies that control how user data and settings are managed and synchronized across devices.
* Utilized **Windows Image Format (WIM)** for capturing and deploying Windows operating system images efficiently.
* Managed and maintained **WIM** files to ensure streamlined operating system deployment with optimized disk usage.
* Configured and administered **Windows Deployment Services (WDS)** to automate and streamline Windows OS deployments.
* Implemented **PXE (Preboot Execution Environment)** boot for network-based installations, reducing manual intervention.
* **Query Exchange** environment using the **Office 365** Command online tool.
* Administration of **Microsoft Office 365** workloads (Exchange Online, SharePoint Online, Skype for Business, Yammer, OneDrive for Business).
* Managing & monitoring **AD and Exchange infrastructure**.
* Maintain awareness of trends and changes in the **Cybersecurity** industry and threat landscape
* Implementation and maintenance **of server virtualization** and virtualization platforms
* Managing and monitoring **Azure** **resources**, such as virtual machines, storage accounts, and databases. This includes creating and configuring resources, as well as monitoring resource usage and **performance**.
* Monitor and troubleshoot on-prem to cloud and cloud to cloud **backup** systems.
* Perform ongoing performance tuning, upgrades, and resource optimization on all systems.
* Migrate The On-Premises workload to **Azure** cloud based on the requirement.
* Assisted in updating of **VMware** **servers** in spanning multiple domains for efficiency purpose.
* Configured conditional access policies in **Azure** to assess sign in risks of corporate users.
* Manage user identities and access to **Azure** resources, Creating and managing **Azure Active Directory (AD) accounts**, assigning roles and permissions, and configuring multi-factor authentication.

**PricewaterhouseCoopers LLP** Bangalore, India

Sr. Associate 2 - IT Project Mgmt. April 2016 – December 2021

**Roles and Responsibilities:**

* Advanced deployment and troubleshooting for **Network/PC/Mac/Mobile devices (iOS and Android)**
* Implementing security controls on physical machines as per the contract for various projects which involve **PHI/PII data**. Projects Handled as Offshore **IT POC - Kaiser Permanente, IUH, USAA, BMO, Inova Healthcare, Molina, Care first, HCSC, HMSA and Houston Methodist**
* Upheld the network security by maintaining **Checkpoint firewalls** across multiple sites.
* Provided Tier 2 support for company-wide **Telecommunication/VOIP, WAN/LAN, and Servers**.
* Design and setup TCP/IP networks including **DNS, DHCP, VLAN, WAN, and VPN**
* Configure and troubleshoot networking devices **(Firewalls, Switches, Access Points)**
* Implement and monitor security systems including **Spam filtering, Anti-Virus/EDR, Multi-factor Authentication and Encryption**
* Develop, maintain, and document installation and configuration procedures.
* Manage the **patching** process for operating systems, software, firmware updates and Deploy software packages, applications, and updates to end user computers devices.
* Ensure that client computers and devices are compliant with **organizational policies**, security guidelines, and regulatory requirements.
* Managed **Microsoft Exchange Server 2016** for email communication, including configuration, maintenance, and troubleshooting.
* Deployed and configured **Exchange 2016**, leading installation and migration projects from previous versions and third-party platforms.
* Administered user mailboxes, distribution groups, and public folders, ensuring optimal system performance.
* Maintaining the **EUDM** infrastructure, ensuring that it is up-to-date and secure.
* Troubleshoots issues related to user data and settings synchronization across devices.
* End-user support related to **EUDM** issues, including resolving conflicts between data and settings on different devices.
* Monitor and report on endpoint device usage and performance, including identifying trends, analyzing data, and making recommendations for improvements.
* Providing support to **MacBook users**.
* Good Experience on **Splunk Configuration** and Administration Tasks.
* Analyzing the **Application Logs with Event viewer** and **App Log Viewer**.
* Good Experience on **PowerShell Scripts**.
* Worked on Azure cloud **VMs backups**.
* Converting **VMDX files to VHD** and Migrating to Azure Cloud using PowerShell commands.
* Hands-on experience with **Splunk for log-monitoring and header/email analysis, Service now ticketing tool.**

**Terralogic Software Solutions** Bangalore, India

Jr. System Administrator November 2012—March 2016

**Roles and Responsibilities:**

* Providing **24/7 Network operations center** support to the users through **emails, phone, and remote** session.
* Successfully resolved routing issues within multiple contexts of the **Cisco ASA firewall**.
* Installed, configured, and maintained Cisco routing and switching equipment.
* Managing & monitoring AD and Exchange infrastructure, creating users, mailboxes, security, and distribution groups
* Working on **NTFS**, share permissions, outlook mailbox and calendar access permissions.
* Manage policies, **backup/restore** on Symantec Net backup. Initiating manual backup and coordinating with onsite engineers in performing various activities like **tape change, tape recalls** etc.
* Having knowledge of **VM snapshots, clones, and templates**.
* Upgrading of **Active Directory environment** applies to the change management process.
* Conducting root cause analysis and creating Knowledge base articles.
* Managing the system properties, system policies and services on active directory top level domain structure and to delegate control/administration on active directory lower-level domain structure.
* Working on **Postini and Barracuda** to filter emails for client networks.
* Patching various kinds of servers like **AD, DNS, DHCP, Exchange, SQL Cluster and Terminal**.
* Installing & Configuring Antivirus software **like Kaspersky, TrendMicro, and AV Defenders**.
* Working with **ISP** providers in case of any network outages
* Performs OS and software application maintenance on assigned mission systems running the **VMS operating system**.

**Technology Skills**

* **OS: Servers** - Windows 2000, 2003, 2008, 2012, 2016 and 2022

**Clients** - Windows XP, vista, and windows 7,8,10,11

* **Virtualization**: VMware Workstation
* **Antivirus**: Kaspersky, TrendMicro, and AV Defenders
* **Backup**: Symantec Net, Live vault, Connected Backup PC
* **Scripting**: PowerShell
* **Ticketing tool**: Autotask, Connect wise, HP SM9, Service NOW and IT360
* **Remote Tools**: GoTo Assist, Visionapp, SCCM
* **Programming languages**: C and Python
* **Cloud**: Azure
* **Tools**: Wireshark, Splunk, Palo Alto

# **Awards and Achievements**

Received Star Performer of the Year Award (2014-2015) from **Terralogic software solutions** for Demonstrating Leadership Qualities and ensuring Business Continuity.

Received multiple awards for good performance from **PricewaterhouseCoopers LLP**.

# **Academics**

**University of Central Missouri**  Missouri, USA

Master of Cybersecurity and Information Assurance 2022 – 2023

**Sana Engineering College, JNTU – Hyderabad** Telangana, India

Bachelor of Technology, Computer science Major 2006-2010

**Certifications**

**MCITP** 2008 – Enterprise Administrator

**ITIL V3** – IT service Management