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*OBJECTIVE*

*To succeed in an environment of growth and excellence and earn a job which provide me job satisfaction and self-development and help me achieve personal as well as organizational goals.*

*OVERALL WORK EXPERIENCE SUMMARY*

|  |  |  |  |
| --- | --- | --- | --- |
| *Company* | *Role* | *Duration* | *Skills* |
| *TechSpace India Pvt Ltd* | *Windows Server Administrator* | *1y.3m* | *SysAdmin, Windows Servers, Exchange Servers* |
| *Wipro Ltd* | *Microsoft 365 Technical Consultant* | *2y.7m* | *Microsoft 365, Exchange Online, SharePoint Online, Teams, OneDrive, Security & Compliance* |
| *Katalyst Partners Pvt Ltd* | *Exchange Administrator* | *1y* | *Exchange Servers, AD, Email Hosting, Microsoft 365, Azure AD, SysAdmin* |
| *Gateway Group of Companies* | *Sr. Cloud System Engineer* | *4y.4m* | *Microsoft 365, Azure AD, Exchange Servers, SysAdmin, Azure, GCP, CyberSecurity, SOC, SIEM, SOAR* |

*Total Work Experience: 9 years 2 months – as of April 2024*

*WORK EXPERIENCE IN CURRENT COMPANY*

***Sr. Cloud System Engineer*** *at Gateway Group of Companies*

*Duration: Dec 2019 to Present (4 years 4 months) – as of April 2024*

* *Maintaining company’s email systems distributed across various platforms: Exchange Servers, Microsoft 365 & SmarterMail.*
* *Exchange & SmarterMail servers hosted on VMWare EXSi.*
* *Microsoft Exchange Servers: CU and RU patching, Windows Servers OS patching. Exchange Certificate Import/Export, Installation, and services binding. Database management. Backups etc.*
* *Everything inside Microsoft 365 tenancy.*
* *SmarterMail: Entire email system, server maintenance, domain/user management, policies, reporting, backups etc*
* *All three email systems covering around 80+ domains, 3000+ users.*
* *Various design/configuration changes & migrations/transitions performed from Exchange Server 2016 to 2019, Exchange Server 2019 to M365, SmarterMail to M365.*
* *Working on on-demand projects such as consulting, troubleshooting, migration etc. with different clients listed below in details.*
* *Worked on various small & task-based projects based on migration consultation, M365 deployment, Server deployment, troubleshooting etc.*

*Snapshot of working with multiple clients on different projects:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Ref.* | *Client* | *Role* | *Project/Technology* | *Duration* |
| *0* | *Gateway’s Internal IT Infra* | *Sr. Cloud System Engineer* | *Azure, Windows Servers, Exchange Servers, Microsoft 365, CyberSecurity* | *Dec 2019 – Present*  *(4y.4m)* |
| *1* | *Limitless Technology* | *Microsoft 365 Concierge & TechNet Forum Support SME Lead* | *Microsoft 365, Office Consumer Forum, TechNet* | *Sept 2022 – Present*  *(1y.6m)* |
| *2* | *Global NTT* | *Sr. IT Administrator* | *Azure, Windows Servers, Exchange Servers, Microsoft 365* | *Dec 2019 – March 2021*  *(1y.3m)* |
| *3* | *Ebusco* | *IT Admin/Azure Consultant* | *Azure, IT Servers (Web,CRM etc)* | *April 2021 to March 2023*  *(2y)* |
| *4* | *Svensk Travsport* | *GCP Infra & CyberSecurity SOC Analyst* | *GCP, Kubernetes, SOC, SIEM, SOAR* | *May 2021 to Sept 2022*  *(1y.4m)* |
| *5* | *ESmart Solutions* | *CyberSecurity SOC Analyst* | *SOC, SIEM, SOAR* | *June 2022 to Sept 2022*  *(4m)* |

*KRA details of each project as follow:*

***Microsoft 365 Concierge & TechNet Forum Support SME Lead*** *~ Client 1: Limitless Technology*

*Duration: Sept 2022 – Present*

* *Tier-2 (SME) Technical Support for Microsoft Concierge Support and TechNet Forum Support.*
* *Managing and leading the team of 45 Support Engineers in Concierge.*
* *Microsoft 365 Concierge: Exchange Online, Azure AD, Teams, SharePoint Online, OneDrive, Security & Compliance, Office apps.*
* *Handling escalation calls, technical roadblock (TRB) issues.*
* *Conducting Team huddles, Triages/Trainings for frontline.*
* *Collaboration with Support Escalation Engineers and Engineering/Product Group.*
* *TechNet Forum: Consumer space MS Accounts (Outlook.com/Hotmail.com), Office apps such as Outlook, Word, Excel, PowerPoint etc.*

***Sr. IT Administrator*** *~ Client 2: Global NTT/Dimension Data/Ceryx*

*Duration: Dec 2019 to March 2021*

* *Tier-2/3 Administrator for IT Support Staff. Handle escalation issues and incidents raised by stakeholders and end-users of vast IT infrastructures with more than 1000 servers.*
* *Change Control – Patching of Windows Server OS Manual and Automation (using flow)*
* *Similar day to day activities of the previous organization.*
* *Microsoft Exchange Servers CU and RU patching.*
* *Exchange Certificate Import/Export, Installation, and services binding.*
* *Configuration, managing and troubleshooting of Microsoft failover Cluster, DAG, File Server Cluster, SQL Cluster, Exchange Clusters.*
* *Service Incident (SI) management for critical issues till resolution with RCA.*
* *Taking action on alerts for server resource usage, disk utilization, heath states, service availability, database health etc.*
* *Real-time Monitoring of infrastructures through MoogSoft monitoring tool.*

***Azure IT Administrator/Consultant*** *~ Client 3: EBUSCO (Netherland based Electric Bus Manufacturer)  
Duration: April 2021 to March 2023*

* *Managing complete Microsoft Azure based IT infrastructure, with Ubuntu Firewalls, SQL Database, Webservers, etc*
* *Windows Clients & Server products setup, configuration, and troubleshooting. Azure and Virtualized environments experiences (Hyper-V, VMWare)*
* *Change Control – Patching of Windows Server OS Manual and Azure automation upgrade lifecycle.*
* *Working on tickets related infrastructure related changes and upgrades.*
* *Monitoring the infra using Zabbix monitoring dashboards.*

***GCP Infra & CyberSecurity SOC Analyst*** *~ Client 4: Svensk Travsport (Swedish Trotting IT company)  
Duration: May 2021 to Sept 2022*

* *Monitoring Kubernetes deployments on Google Cloud Platform using Grafana dashboards and reporting to product stakeholders and DevOps team. Frontline investigation from the container logs, audit logs, GCP log explorer.*
* *Monitoring Pingdom for DNS and network related activities/alerts.*
* *SOC monitoring through SIEM and SOAR portals of approx. 500 users.*
* *Audit events and policy alerts through AVA (SIEM) and alert management through SPORACT (SOAR)*

***CyberSecurity SOC Analyst*** *~ Client 5: ESmart Solutions*

*Duration: June 2022 to Sept 2022*

* *SOC monitoring through SIEM and SOAR portals of approx. 500 users.*
* *Audit events and policy alerts through AVA (SIEM) and alert management through SPORACT (SOAR)*

*WORK EXPERIENCE IN PAST COMPANIES*

***Exchange Administrator*** *at Katalyst Partners Pvt LTD (Apps4Rent LLC)*

*Duration: Nov 2018 to Dec 2019 (1 year)*

* *As an administrator for On-Prem Exchange/Office 365 Exchange Online provided day to day on call/remote administration and end-user support.*
* *Managing infrastructure of in-house Exchange Servers.*
* *Maintaining DAG, Cluster, Active-Passive Sites and DR sites.*
* *Exchange Certificate importing, installation and services binding*
* *Experience on Exchange Hosting (Similar to O365 Exchange Online)*
* *Migration from Exchange Servers to Exchange Servers*
* *Migration from Exchange (2007/2010/2013/2016/2019) to Office 365*
* *Migration from other platforms (Lotus Notes/MSM/RackSpace/GoDaddy O365/BlueHost and many more to Exchange and Office 365.*
* *Responsible for providing support to any queries which arise from customers and clients.*
* *Making sure all the incidents get resolved meeting SLAs and proper RCA.*
* *Manage the development in the servers and implement new services and functionality.*
* *Maintain the production, by running different monitoring softwares (Nagios, Cacti, Kesaya etc) and hardware diagnostic regularly in a stipulated time period.*
* *Regular check on the Exchange versions and updates which are installed in production and perform regular patching to meet compliance through scheduled process.*
* *Regular compliance checks on hosted organization and mailboxes quotas/space for their database resizing & removing whitespace.*
* *Hands on Experience on configuring and maintaining Spam Filtering Servers - Synamertics (Xeams).*
* *Monitoring on spam filtering systems to check where the email has stuck and make sure that the genuine email reaches its destination.*
* *Configuring different reports like top senders, top spammers, blocked IPs etc.*
* *Some basic hands-on with Hyper-V and VMWare, ArcServe backups and Symantec backups.*
* *During unavailability of other administrators, providing support for SharePoint (O365/hosted/dedicated), OneDrive for Business (O365), Virtual Desktops and QuickBooks.*

***Technical Consultant*** *at Wipro BPS (Microsoft Office 365)*

*Duration: April 2016 to Oct 2018 (2 years 7 months)*

* *In-Depth understanding of Microsoft Exchange Online (Office 365)*
* *Office 365, Exchange Online, Identity, User & Domain Management, Security & Compliance and admin tasks*
* *New Office 365 Tenant Creation, Initial Setup, Add/verify/remove custom domains, Users creation/provisioning/deletions, license management, attributes management, roles in all type of environments: pure cloud/synced/hybrid*
* *Assistance on plan, implementation and troubleshooting of Sync configuration for Office 365 using Local AD*
* *Diagnose the problem and troubleshooting including ADConnect, MIIS Client, Metaverse search, ADSIEdit, EventViewer, PerfMon*
* *Create and manage other objects like OU’s, Contacts and Distribution Groups in Local AD.*
* *Bulk change in attributes using PowerShell scripts and ADModify Tool*
* *Troubleshooting on single sign-on (SSO)/Active Directory Federation Service (ADFS) issues*
* *Creating, managing users, mailboxes, shared mailboxes, resource mailboxes, groups, and external contacts*
* *Guidance on Licenses and subscriptions depending upon needs and budget*
* *Write and maintain PowerShell scripts to remediate issues to support Non-GUI and bulk tasks*
* *Hands-on tackling of migration issues (Exchange On-Premise Servers 2007/2010/2013/2016 to Office 365 and Offboarding)*
* *All types of migration experience (cut-over, staged, IMAP, PST import) apart from Hybrid*
* *Troubleshooting of Microsoft Outlook 2010 to 2016 issues in reference to connectivity, performance, stability on all protocols (AutoDiscover, IMAP, POP) as well as all feature related issues. If found bug, then collect data, and raise bug request to PG team*
* *Troubleshooting of Mobile Messaging Technologies like Exchange ActiveSync. Supported clients MS Outlook and OWA for Windows/Android/iOS*
* *Experience on Mobile Device Management (Intune) setup and troubleshooting.*
* *Troubleshooting and Logs analysis with several MS Tools (SARA, OFFCAT) and third-party tools like Fiddler, WireShark, NetMon, Timber.*
* *Plan, Implementation and troubleshooting issues related to Mail-flow, Connectors, Spam/Malware protection, Message Tracking etc.*
* *Creating, managing transport rules and policies to modify mail flow setup as per organization needs*
* *Configuring and troubleshooting SMTP Client Submission, Relay.*
* *Analyze SMTP Logs, NDR and Headers to diagnose message delivery delay or failures.*
* *Create, manage Data loss prevention (DLP) to help identify and protect customers organization's sensitive information*
* *Retentions, archiving, preservation of Email contents*
* *Policy management and troubleshooting in Anti-malware, Anti-Spam, Advanced Threat Protection, Quarantine and Journaling*
* *Office 365 Audit Log to capture activity related to emails, groups, documents, permissions, directory services etc.*
* *Collaboration with Technical Advisors (TA) and Tier 3 on escalation/TRB cases*
* *Adherence to SLA and Quality Parameters for excellent customer experience*
* *Ensuring customer expectations/satisfaction by delivering prompt and complete customer service within scope*
* *Document best practices for supporting the Office 365 applications, preparing knowledge-base and sharing among team and colleagues*
* *Provides guidance and mentoring on-floor training to new hires staff*

***Windows Server Administrator*** *at TechSpace India Pvt. Ltd.*

*Duration: Jan 2015 to March 2016 (1 year 3 months)*

* *Managing Active Directory Users.*
* *Local network troubleshooting.*
* *Routine administration like user account, mailbox, group creation.*
* *Mailbox and calendar delegate access.*
* *Assigning mailbox policies and quotas.*
* *Monitoring system performance of the client remotely.*
* *Monitoring services and Health check of AD, Exchange and SharePoint servers and reporting to next level.*
* *Installation of users PC Win 7 and Win XP SP2.*
* *Reporting to L2/L3 support team on high priority.*

*EDUCATION/QUALIFICATION*

* B.E. Degree Completed with **64.97%** from Rizvi College of Engineering in the field of Electronics and Telecommunication (ExTC) in **2014-15**.
* Diploma Completed with **75.82%** from Shah and Anchor Kutchhi Polytechnic in the field of Electronics and Telecommunication (ExTC) in **2010-11**.
* SSC passed with **84.92%** from Ideal High School and Jr. College in **2007-08**.

*CERTIFICATIONS AND OTHER EXPERTISE*

* ITIL® V3 Foundation Certified – (Dec 2017)
* MS-700 Microsoft 365 Certified: Teams Administrator Associate – (Oct 2020)
* MS-203 Microsoft 365 Certified: Messaging Administrator Associate – (Jan 2022)
* AZ-900 Microsoft Certified: Azure Fundamentals – (May 2022)
* SC-900 Microsoft Certified: Security, Compliance, and Identity Fundamentals – (July 2022)
* Various Badges and Modules completed on Microsoft Profile: https://learn.microsoft.com/en-us/users/saadkhan-msft
* MCSA: Windows Server 2012(Exam 70-410 to 70-412) complete course studied.
* MTA: IT Infrastructure (Exam 98-366 to 98-369) complete course studied.
* Certified Kubernetes Administrator (CKA) – complete course studied. (May-June 2021)
* Knowledge of Virtualization with Azure, VMware and Virtual-Box (Oracle).
* Some Modules that I have covered in my studies: Wireless Communication, Mobile Communication, Satellite Communication, Microwave Engineering, Data Encryption and Compression, Signals and Systems, Computer Networking, Microprocessors and Microcontrollers etc.

*PROJECTS IN ACADEMIC CAREER*

* Wireless Electronics Speaking Gloves for Speechless Persons as Final year Project of B.E EXTC in 2014-15.
* Mini Project on Wireless Ringtone Transmitter and Receiver using 555 Timer IC and Infrared LEDs in Second Year of BE in 2012-13.
* College Automation System, in which Lights, Fans, and other Electric equipment are Automatically On/Off according to Presence of Any Human Body, in Final Year of Diploma 2010-11.