

Jai Abishek

Client Infrastructure Architect



+91-9789964423

jaiabishek@live.in

jaiabishek@gmail.com

Bengaluru

Objective

Experienced Client Services Architect with over 13+ years of experience hardware and software troubleshooting. Highly skilled in cloud administration and gained working knowledge of corporate IT and proficiency in software's.

Key Skills

- **Operating Systems** : WindowsXP/Vista/7,8,10,2003,2008,2012, 2016, Ubuntu, Mac OS X
- **Languages** : C#, VB.Net, VC++, JavaScript, shell script, Python, AutoIt
- **Storage** : SQL Server (2005/08), NAS, SAN
- **Web Technologies** : HTML, XML, CSS, JPHP.
- **Designing Tools** : Adobe Photoshop, Visual studio, QT Creator
- **Mobile application** : Intune, MobileIron, TouchDown
- **MS Technologies** : AD, DNS, LDAP, NFS, Group Policy, RFS, M365, O365, Exchange
- **CyberArk** : PSM, CPM, PVWA
- **AI Technologies** : Copilot, Copilot Studio, Intune Copilot

Employment

Dec 2023-till date
Client Infrastructure
Architect at
TECHNICOLOR
India Shared Services
LLP, Bengaluru

Aug 2020-Nov 2023
Client Infrastructure
Administrator at
TECHNICOLOR
India Shared Services
LLP, Bengaluru

Jul 2017- Jul 2020
Service Desk
Specialist – L2 at
TECHNICOLOR
India Shared Services
LLP, Bengaluru

Jun 2013-Jun 2017
System Admin at
ADVANS IT
SERVICES,
Chennai

Jul 2011-May 2013
IT Support and
Trainee at SRM
INFOTECH,
Chennai

Experience

Implemented new procedures and technologies that improved efficiency and streamlined operations.

Copilot Admin

- Utilized Microsoft Copilot to streamline daily tasks, significantly improving productivity and efficiency in project management and documentation.
- Copilot's data analysis and synthesis features to gather insights and make informed decisions, leading to better project outcomes and strategic planning.
- Assisted in training and onboarding new team members by using Copilot to create comprehensive training materials and guides.
- Facilitated seamless project collaboration by using Copilot to manage tasks, track progress, and coordinate with team members across different locations.
- Created and deployed custom Copilot agents using Copilot Studio, integrating various data sources and applications to enhance productivity and streamline workflows.
- Leveraged Copilot agent to distribute compliance and privacy policies and terms of use.
- Designed user-friendly interfaces using Adaptive Cards and other Teams controls, providing seamless interactions and improving user engagement.

- Successfully integrated Copilot agents with ServiceNow Knowledge Base, enhancing the accessibility of knowledge resources and improving response times.
- Regularly monitored the performance of deployed Copilot agents, identifying areas for improvement and implementing necessary updates to enhance functionality.

 **Windows 365**
Architect:

- Managed and provisioned Cloud PCs using Windows 365, ensuring seamless integration with existing Azure networking and security infrastructure.
- Configured virtual network interface cards for Cloud PCs in Microsoft Azure, utilizing both Microsoft-hosted networks and Azure network connections.
- Leveraged Microsoft Intune to manage Cloud PCs, ensuring compliance and security across all endpoints.
- Implemented identity services using Microsoft Entra ID and on-premises Active Directory Domain Services to secure user access.
- Ensured reliable user connectivity and optimized performance for Cloud PCs hosted in various Azure regions.
- Applied Azure Network Security Groups, User Defined Routing, and Azure Firewall to enhance the security posture of Cloud PCs.
- Utilized the per-user per-month license model of Windows 365 to optimize cost management and resource allocation.

 **M365/O365**
Architect:


- License procuring and optimization of all M365 and O365 models
- Experience in installing, configuring and administrating of Exchange servers and related system software.
- License optimization with copilot, P1, E1, E3, Phone systems and Intune
- Enabling remote mailbox for Active Directory users
- Involved in managing Audio conference and Teams Dial-in plans
- Resolved issues related to Exchange, Teams, Skype for Business, OneDrive, Intune.
- Extensive experience in PowerShell scripting over following modules MSol, Exchange online, Teams, Azure AD and API using GRAPH method
- Installing and maintaining Azure AD Connect Services with specific AD attributes and OU synchronization
- Experience in configuring AzureAD connect with ADFS services.
- Organize governance call for security and compliance, Azure AD conditional access and Exchange online rules.
- Managing DMARC, DKIM and SPF records for associated domains.
- Performed SharePoint and OneDrive retention policy governance.
- Generating reports using power BI for M365 users and group.
- Extensive experience in migrating mailbox and group from On-Prem to Exchange online
- Creating Azure API in requirement for the application request and managing the permission graph

 **Intune MDM**
Architect:

- Managing Devices under MDM solution with Intune
- Enrolling windows devices under Intune Autopilot
- Manage update policies for Windows, MAC, Android and iOS/iPadOS
- Experience in upgrading the windows devices from 10 to 11
- Maintain update ring for pilot users and general users.
- Creating configuration policy for requirement of enrollment devices and users
- Maintaining devices with Infrastructure standard by creating compliance policy for the enrolled devices.
- Defining policies for co-managed devices
- Experience in installing and maintaining Application proxy services.

 **IAM/OKTA**
Admin:

- Administrating active directory to the infrastructure using windows server 2012 and 2016
- Enabling remote mailbox for Active Directory users
- Make corrections to user profiles upon service request
- Add, Delete, Modify and Move Active Directory user/computer accounts
- Creating scripts for changing attributes in active directory and exchange
- Maintain Active Direction for Privilege Users, groups, and users.
- Providing BitLocker service key and troubleshooting
- Add new applications to OKTA on client requirement
- Validating OKTA radius agents are functional.
- Performed integrating new OKTA agents in on-prem AD
- Having experience on AD agent installation.
- Creating local users/groups in Okta.
- Experience in configuring SSO using SAML 2.0 Federation, OIDC.
- Implementing of multifactor Authentication.
- Experience with managing okta admin users.
- Had experience to work on IDP initiated and SP Initiated application.
- Experience on creating authorization servers and configuring Scopes & Claims.
- Worked on Customizing Okta for Sign in pages & error pages.
- Worked on Administration activities like end user Login issues, Access issues

 **Server Admin:**

- Administrating active directory to the infrastructure using windows server 2012/2016/2019
- Maintain Active Direction for Privilege Users, groups, and users.
- Ticket handling over Service-Now based on severity
- Initiating a user guide documentation for application based on installation and configuration.
- Creating scripts for changing attributes in active directory and exchange
- Creating SCCM 2016 Application Deployments and Packages, examine Client and Server Logs
- Use PowerShell Scripts to automate Admin tasks

 **CyberArk**
Admin:

- Under CyberArk Build Safes and add connection into the safes as per the requirement.
- Maintain PSM recording and check the session and review service log.
- Involved in Testing CyberArk under Mac and Linux Environment.
- Managing EPV accounts for password authentication.
- Maintaining Private Ark where all account and safes reside.
- Experienced in managing Privilege Vault Web Access (PVWA) for RDP/VPN users.
- Extensive experience in creating a connector using AutoIt script

 **Exchange**
Admin:

- Experience in installing, configuring and administrating of Exchange servers and related system software.
- Extensive experienced with MS Exchange Server 2010.
- Resolved issues regarding Exchange email platforms.
- Creating backup scripts for both mailbox and system state backup, and scheduling them on daily, weekly and monthly basics.

 **Service Desk**
Specialist – L2:

- Experience in configuring and maintenance of operating systems remotely [Windows 10, 11, Mac OS X].
- Provided VPN infrastructure with both Linux and Windows platform and have experience in troubleshooting.
- Performed troubleshooting and diagnosis to printers, software's and network related issues.

 **System Admin:**

- Monitoring all aspects of system, server and network related issues and generating the report and scheduling them on daily basics

- Provided technical expertise for IT network design, implementation, optimization and upgrade.
- Worked with ticketing systems like JIRA, and Request Tracker. Provided installation, configuration and troubleshooting.
- Installation of GITLAB and provided troubleshooting.
- Providing windows AD users to authenticate in Linux machines.
- Configuring LDAP to Linux server and allowing the required groups to access the server provided with GPO
- Experience in cloud computing server through Amazon Web Services EC2.
- Resourcing on open source tools and rebuilding them as per the client needs.
- Handled a team of 5, and played a lead role.
- Recruited programmers and developers based on the client requirement.
- Handled critical issues as the contact person for Level 5 support
- Performed weekend support in case of emergency situations
- Exporting weekly and monthly KPI reports for performance review
- Creating documentation for the troubleshooting steps performed
- Initiating a user guide documentation for application based on installation and configuration.
- Involved in implementation of Citrix VDI testing.
- Managing VDI environment under VMWare, Citrix
- Ticket handling over Service-Now with severity and escalating to concern teams for assistance
- IBM mainframe JBA application services with user profile management
- Troubleshooting VPN related issues with Pulse secure application
- Performing troubleshooting on Printer quires
- Experience in handling Major Incident issues and collaborating with teams to provide solution.
- Manage SCCM 2016 and Windows 10 Desktop.

**Awards,
Certification
& Trainings**

- Awarded as “Star Performer” for the year 2018.
- Awarded as “Marvelous Multitasker” for the year 2020
- Completed training on 20703-1 Administering System Center Configuration Manager 2016
- Completed training on 10961 Automating Administration with Windows PowerShell
- Completed training on MD-101: Managing Modern Desktops
- Completed training on Microsoft Power Platform Functional Consultant
- Completed certification on “CyberArk Defender”

Education

B.E. Computer Science (2007-2011)
T.J. Institute of Technology,
Chennai