



Jai Abishek

Client Infrastructure Architect



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[Credly](#)

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Bengaluru

Objective

Experienced Modern Workplace Architect with over 14 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** : Windows, 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
- **Migration tools** : Bittitan, ShareGate, Quest
- **AI Technologies** : Azure OpenAI, Gemini, ChatGPT, 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

Jun 2012-May 2013
US IT Recruiter at ADVANS IT SERVICES, Chennai

Experience

Client Infrastructure Architect at TECHNIColor India Shared Services LLP, Bengaluru

Dec 2023-till date

➤ *Azure OpenAI Architect:*

- Developed and deployed intelligent solutions using Azure OpenAI models including GPT-4.1, GPT-5.2, and text embedding models to enhance enterprise automation and knowledge retrieval.
- Built LangChain-based pipelines to orchestrate multi-step reasoning tasks, enabling dynamic document summarization, semantic search, and contextual Q&A across internal data sources.
- Created Python scripts to automate Azure OpenAI interactions, including prompt engineering, token optimization, and chaining outputs for downstream processing.
- Designed and scheduled PowerShell-based automation to generate and distribute daily newsletters using Azure OpenAI, integrating web search and RSS feeds to curate relevant content for internal stakeholders.

- Ensured secure API access and compliance by managing authentication, logging, and usage monitoring for all AI-powered workflows.
 - Collaborated with cross-functional teams to integrate AI capabilities into Microsoft Teams, SharePoint, and internal dashboards, improving decision-making and user engagement.
- **Copilot:**
- 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.
- **Entra Architect(formerly known as Azure AD):**
- Installing and maintaining Entra Connect Services with specific AD attributes and OU synchronization
 - Experience in configuring Entra (formerly Azure AD Connect) connect with ADFS services.
 - Organize governance call for security and compliance , Azure AD conditional access and Exchange online rules.
 - Managing Enterprise applications with openID, oauth and SSO
 - Implementing conditional access policy for user specific and application specific.
 - Maintaining MFA enforcement for all user and exceptional managed service principal accounts.
 - Created a app launcher in specific to first day work applications and license management approval.
 - Services with Authentication methods to allow specific 2FA method for users.
 - Implemented Access review policy for M365 groups and Guest users based on group members
 - Based on the identity protections policies continuously reviewed the risk users and taken actions on respective events.
- **IAM Architect:**
- Integrating Workday application to on-prem AD
 - Implemented Entra Provisioning agent between workday and on-prem AD
 - Configured provisioning services to add attribute with respective user profiles (employee and contractors)
 - Migrated applications from OKTA to Entra enterprise applications
- **Windows 365 Architect:**
- Planned with license tier based on the investigation of applications performance.
 - Creating deployment policy based on the region and team specific
 - Administered Azure VNET with inbound and outbound traffic with region specific requirement
 - Configuring device policies under MEM which meets the CISP
 - Deploying cloud pc based on on-prem AD group with respect to region and teams
- **M365/O365 Architect:**
- License procuring and optimization of all M365 and O365 models
 - Experience in installing, configuring and administrating of Exchange servers
 - Resolved issues related to Exchange, Teams, Skype for Business, OneDrive, Intune.
 - Extensive experience in PowerShell scripting over following modules MSgraph, MGgraph, Exchange online, Teams, Azure AD, Entra and API using GRAPH method
 - 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.
 - Experienced with bittitan tool for migrating mailbox and OneDrive from cloud to cloud migration.
 - Extensive experience in migrating mailbox and group from On-Prem to Exchange online
 - Worked with sharegate tool for sharepoint sites migration from cloud to cloud.

- Used sharegate tool for migrating on-prem file shares to sharepoint sites.
- 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
 - Defining policies for co-managed devices
 - Experience in installing and maintaining Application proxy services.
- **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.
 - 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

**Client Infrastructure Administrator at TECHNICOLOR
India Shared Services LLP, Bangalore**

Aug 2020-
Dec 2023

- **Windows 365 Architect:**
 - Planned with license tier based on the investigation of applications performance.
 - Creating deployment policy based on the region and team specific
 - Administered Azure VNET with inbound and outbound traffic with region specific requirement
 - Configuring device policies under MEM which meets the CISP
 - Deploying cloud pc based on on-prem AD group with respect to region and teams
- **Azure AD Admin:**
 - Experience in configuring Azure AD connect with ADFS services.
 - Managing Enterprise applications with openID, oauth and SSO
 - Implementing conditional access policy for user specific and application specific.
 - Maintaining MFA enforcement for all user and have few exceptional managed service principal accounts.
 - Created an app launcher in specific to first day work applications and license management approval.
 - Services with Authentication methods to allow specific 2FA method for users.
 - Implemented Access review policy for M365 groups and Guest users based on group members
 - Based on the identity protections policies continuously reviewed the risk users and taken actions on respective events.
 - Maintaining services with On-boarding and off-boarding of users
 - Provide training for the services desk to manage users and groups.
- **M365/O365 Administrator:**
 - Managing Office 365 user account creation/deletion/modification

- Performing Domain change requests on Office 365
 - License optimization with P1, E1, E3, Phone systems and Intune
 - Experience in installing, configuring and administrating of Exchange servers
 - 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
 - Performed SharePoint and OneDrive retention policy governance.
 - Managing DMARC, DKIM and SPF records for associated domains.
 - Generating reports using power BI for M365 users and group.
 - Extensive experience in migrating mailbox and group from On-Prem to Exchange online
 - Involved in managing Audio conference and Teams Dial-in plans
 - Creating Azure API in requirement for the application request and managing the permission graph
- **Intune MDM Administrator:**
- 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
 - Creating configuration policy for requirement of enrollment devices and users
 - Maintaining devices with Infrastructure standard by creating compliance policy
 - Defining policies for co-managed devices
- **OKTA Admin:**
- Add new applications to OKTA on client requirement
 - Validating OKTA radius agents are functional.
 - Performed integrating new OKTA agents in on-prem AD
- **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

**Service Desk Specialist – L2 at TECHNICOLOR India
Shared Services LLP, Bangalore**

Jul 2017-
Jul 2020

- **IAM Engineer:**
- 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
- **Azure AD Admin:**

- Managing On-boarding and off-boarding of users
- Maintaining MFA enforcement for all user
- Services with Authentication methods to allow specific 2FA method for users.
- Based on the risk user report continuously monitor and taken actions on respective events.
- **M365 and O365 Admin:**
 - Managing Office 365 user account creation/deletion/modification
 - Performing Domain change requests on Office 365
 - Resolved issues related to Exchange, Teams, Skype for Business, OneDrive, Intune.
 - Managing Devices under MDM solution with Intune
 - Extensive experience in migrating mailbox and group from On-Prem to Office 365
 - Guiding Users to troubleshoot mobile devices to configure mail clients (Outlook, MobileIron, Touchdown)
 - Resolving issues related to office applications
- **OKTA Engineer:**
 - Managing OKTA applications and user profiles integrating with on-prem AD
 - Perform troubleshooting on users login issue with OKTA applications.
 - Providing application support with troubleshooting skills
- **CyberArk support Engineer:**
 - Involved in implementation of CyberArk Infrastructure
 - 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
- **Application Support:**
 - 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.
- **Other Activities:**
 - Handled critical issues as the contact person for Level 2 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.

System Admin at ADVANS IT SERVICES, Chennai

Jun 2013-
Jun 2017

- **System Admin:**
 - Installing/upgrading, configuring and maintenance of operating systems [windows XP, 7, 8, 10, 2003, 2008 R2, 2012 R2, 2016, Ubuntu].
 - Performed in installing, configuring and administrating Domain Controllers.
 - Administrated Active Directory to the infrastructure using windows server 2008 and 2012.
 - Extensive experience in configuration of DNS and File Systems.
 - Performed troubleshooting and diagnosis to hardware and software.
 - Provided administration support, accessing network systems in their 'root' level.
 - Installing VMware ESXi server and administrating the virtual machines.
 - Creating group polices and administering user access to server and shared folders.

- Creating Backup scripts using PowerShell and scheduling them to generate backups and store them to file server and cloud storage.
- Provided a File Replication System over the domain controllers.
- Administrated vSphere in configuring/dropping virtual machines.
- Experience in installation and configuration of Lync sever and adding/deleting users.
- Having knowledge of upgrading Lync to skype for business
- Installing raspberry pi and configuring for an VDI infrastructure
- **Exchange Admin:**
 - Experience in installing, configuring and administrating of Exchange servers
 - 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.
- **Remote Admin (for clients and in-house support):**
 - Experience in configuring and maintenance of operating systems remotely [windows XP, 7, 8, 10, 2003, 2008 R2, 2012 R2, Ubuntu].
 - Provided OpenVPN infrastructure with both Linux and Windows platform and have experience in troubleshooting.
 - Performed troubleshooting and diagnosis to printers, software's and network related issues.
 - Monitoring all aspects of system, server and network related issues and generating the report and scheduling them on daily basics
- **Storage Admin:**
 - Working experience of installing and configuring SAN/NAS.
 - Extensive experience about SPLIT, MIRROR, DISTRIBUTE and DISPERSED
 - Provided support for MIRROR DISTRIBUTED storage with disaster recovery backup.
- **Other Activities:**
 - 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.
 - 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.

US IT Recruiter at ADVANS IT SERVICES, Chennai

Jul 2012-
May 2013

- Develop and implement effective recruiting strategies to attract qualified IT professionals
- Utilized various channels including job boards, social media, professional networks, and employee referrals
- Create compelling job descriptions and employment brand materials
- Schedule and coordinate interviews with hiring managers and team members
- Prepare candidates and interviewers for the interview process
- Gather and synthesize feedback from interviewers
- Collaborate with hiring managers to develop competitive job offers
- Negotiate salary and benefits packages with candidates
- Manage the offer process, including preparation of offer letters and coordination with HR for onboarding

**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”
- [Microsoft 365 Certified: Copilot and Agent Administration Fundamentals](#)
- [Level Up CSP Copilot for M365 Technical Champion](#)
- [Implementing Agentic AI – Accelerate Agentic AI](#)

Education

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