

SUMMARY

Intune Engineer with 5+ years of experience in enterprise endpoint management, Microsoft 365 administration, and IT infrastructure support across large-scale environments. Experienced in managing Windows endpoints, deploying secure device management solutions, and maintaining compliance using Microsoft Intune, Windows Autopilot, and Microsoft Endpoint Manager. Skilled in Microsoft 365 services, endpoint security, cloud infrastructure, PowerShell automation, and troubleshooting complex device and access issues. Proven ability to collaborate with infrastructure, identity, and security teams to streamline endpoint operations, improve service reliability, and support secure, efficient IT environments.

SKILLS

- Operating Systems: Windows Server, Windows 10/11
- Networking & Connectivity: TCP/IP, VPN, DNS, DHCP
- Directory & Identity Management: Active Directory, Microsoft Entra ID (Azure AD), Group Policy, Single Sign-On (SSO), Conditional Access
- Cloud & Virtualization: Microsoft Azure, Azure Virtual Machines, Azure Monitor, Azure Backup
- Microsoft 365: Microsoft 365 Administration, Exchange Online, Microsoft Teams, SharePoint Online, OneDrive for Business
- Endpoint & Device Management: Microsoft Intune, VMware Workspace ONE, Microsoft Endpoint Manager, Windows Autopilot, Mobile Device Management (MDM), iOS/iPad and Android Enrollment, Device Enrollment, Device Compliance, Configuration Profiles, Compliance Policies, Application Deployment, Patch Management, Windows Update for Business (WUfB), Endpoint Security, Microsoft Defender for Endpoint, BitLocker Administration, Vulnerability Management
- Monitoring & IT Operations Tools: System Monitoring, Event Logs, Remote Support
- IT Service Management & Tools: ServiceNow, Jira Service Desk, ITIL Processes, Ticketing Systems, Incident Management
- Scripting / Automation: PowerShell, Azure CLI
- Soft Skills: Problem Solving, Stakeholder Communication, Collaboration, Time Management, Attention to Detail

PROFESSIONAL EXPERINECE

Intune Engineer FedEx USA	Mar 2025 – Present
- Prepared and enrolled newly issued corporate Windows laptops through Windows Autopilot and Device Enrollment, provisioning 450+ enterprise devices for corporate and operational employees while ensuring standardized configurations before deployment. - Managed the lifecycle of 600+ Windows endpoints using Microsoft Intune and Microsoft Endpoint Manager by administering configuration updates, compliance monitoring, and policy enforcement to maintain secure and reliable endpoint operations. - Implemented organizational endpoint standards by configuring Configuration Profiles, Compliance Policies, and security baselines, ensuring managed devices met enterprise security requirements across corporate and operational locations. - Delivered business application rollouts by packaging applications, validating installation behavior, and coordinating deployments using Application Deployment, Patch Management, and Windows Update for Business (WUfB), supporting 15+ deployment cycles with minimal disruption to business operations. - Strengthened endpoint security by administering Microsoft Defender for Endpoint, BitLocker encryption, and endpoint protection policies, securing 500+ corporate-managed devices supporting daily business operations. - Investigated non-compliant and vulnerable devices using Vulnerability Management reports and enforced secure access through Microsoft Entra ID (Azure AD) Conditional Access policies, maintaining over 97% device compliance across managed endpoints. - Automated repetitive endpoint administration activities using PowerShell and monitored device health through Azure Monitor dashboards and alerts, saving 8–10 administrative hours weekly and contributing to approximately \$12K in annual endpoint support cost savings. - Resolved endpoint incidents involving device enrollment, compliance, application deployment, and access issues through ServiceNow while following ITIL-based incident and change management processes. - Collaborated with identity, security, infrastructure, and application support teams to resolve cross-functional endpoint issues affecting corporate and operational users, ensuring timely service restoration and minimizing business disruption. - Configured and managed SCEP and PKCS certificate profiles in Microsoft Intune for secure device authentication and Wi-Fi/VPN access, supporting certificate lifecycle management across enterprise-managed endpoints. - Supporting device management operations using VMware Workspace ONE alongside Microsoft Intune, contributing to unified endpoint management (UEM) strategy across enterprise device platforms. - Enrolled and managed corporate iOS devices, iPads, and Android devices through Microsoft Intune, ensuring compliant configuration, app protection, and secure access for mobile and field-based enterprise users.	
Microsoft 365 Administrator Accenture India	Aug 2022 – Jul 2023
- Processed daily Microsoft 365 administration requests by handling user onboarding, access modifications, and license assignments through the Microsoft 365 Administration portal, supporting 1,200+ enterprise users across client environments. - Supported enterprise email operations by managing mailbox configurations, troubleshooting mail flow issues, and resolving distribution group-related requests using Exchange Online administration tools, resolving 30–40 messaging requests each week. - Enabled collaboration services for business users by maintaining availability and access to Microsoft Teams, SharePoint Online, and OneDrive for Business across enterprise teams and client project groups. - Handled identity and access management activities by updating Active Directory objects, Group Policy settings, and Single Sign-On (SSO) configurations for enterprise applications supporting multiple business-critical applications. - Performed cloud infrastructure support by maintaining virtual machines, validating system availability, and managing scheduled backups using Microsoft Azure Virtual Machines and Azure Backup services for 40+ virtual machines. - Investigated Microsoft 365 service disruptions by using Azure CLI commands and system event logs to identify configuration or service-related issues impacting users, reducing average troubleshooting time by approximately 25 minutes per incident. - Ensured service continuity by validating tenant configuration changes, verifying system behavior after updates, and performing routine operational checks across Microsoft 365 workloads. - Coordinated resolution of service requests by working with infrastructure and messaging teams through Jira Service Desk workflows, handling 25–35 operational tickets weekly while maintaining established service delivery targets.	

IT Support Engineer Accenture India	Oct 2020 – Jul 2022
- Responded to incoming user incidents involving Windows 10/11 systems and basic server access issues, resolving 20–30 end-user incidents daily while meeting established SLA timelines across enterprise client environments. - Resolved network connectivity issues by troubleshooting DNS resolution failures, DHCP assignment problems, TCP/IP configuration errors, and VPN access issues across enterprise environments, restoring connectivity for 150+ user requests each month. - Monitored system alerts and workstation health status using internal monitoring tools, identifying early-stage issues and escalating infrastructure incidents when required for resolution. - Provided remote technical assistance using remote support tools to troubleshoot operating system errors, application failures, and peripheral device issues for 350+ enterprise users across multiple client departments. - Managed incident lifecycle by logging user-reported issues into ticketing systems, prioritizing them based on severity, and tracking them through resolution and closure, processing 500+ service requests each month. - Documented troubleshooting steps, recurring issues, and resolution patterns to maintain internal knowledge records, reducing repeated diagnostic effort by approximately 6 hours each month. - Supported workstation setup and maintenance activities including software installation, system configuration, user profile setup, and hardware replacement support for enterprise users. - Coordinated with infrastructure and application support teams to escalate unresolved technical issues and ensure restoration of IT services within defined operational procedures and service-level requirements.	

EDUCATION

Master of Science in Information and Computer Science , Sacred Heart University, Fairfield, Connecticut, USA	Aug 2023 – Dec 2024
Bachelor of Science in Computer Science , Osmania University, Hyderabad, Telangana, India	Jun 2018 – Jun 2021

CERTIFICATIONS

- Microsoft Certified: Endpoint Administrator Associate (MD-102)
- Microsoft 365 Certified: Administrator Expert (MS-102)
- CompTIA Security+
- GCP Professional Cloud Security Engineer
- Microsoft Certified: Azure Fundamentals (AZ-900)