LOKESH M

Senior Engineer – IT Infrastructure | Microsoft Intune | Modern Workplace | Identity & Endpoint Management

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PROFESSIONAL SUMMARY

Senior Engineer – IT Infrastructure with 9+ years of enterprise IT experience, specializing in administering, securing, and optimizing Microsoft 365 and Microsoft Intune environments. Administers Microsoft 365 tenant operations and Microsoft Intune for endpoint management - including device enrollment, compliance policies, configuration profiles, and Windows Autopilot - alongside Microsoft Entra ID for identity and access management. Manages core Microsoft 365 collaboration services end-to-end: Exchange Online, Microsoft Teams (lifecycle, guest access, governance), SharePoint Online (site collections, permissions, document libraries), and ssOneDrive. Strong hands-on experience with Conditional Access, Zero Trust, and Microsoft Defender for Endpoint, improving device compliance to 97% and strengthening endpoint security posture across 200+ managed devices and 250+ identities. Monitors the Microsoft 365 Service Health Dashboard and Message Center to maintain operational continuity, and applies Microsoft Purview Data Loss Prevention (DLP) to protect sensitive data. Drives Microsoft 365 and Intune operational efficiency through PowerShell, Power Automate, and Power Apps, with working knowledge of Microsoft Graph PowerShell. Brings a supporting infrastructure background in Windows Server and Active Directory that strengthens hybrid Microsoft 365 environment expertise.

SKILLS

Microsoft 365 Administration: Exchange Online | Microsoft Teams (Lifecycle, Guest Access, Governance) | SharePoint Online (Site Collections, Permissions, Document Libraries) | OneDrive | Microsoft 365 Licensing | User Lifecycle Management (JML) | Microsoft 365 Service Health Dashboard & Message Center

Microsoft Intune & Endpoint Management: Microsoft Intune | Device Enrollment | Application Deployment | Device Compliance Policies | Configuration Profiles | Windows Autopilot | Mobile Application Management (MAM)

Microsoft Entra ID & Identity: Microsoft Entra ID (Azure AD) | Conditional Access | MFA | SSPR | Role-Based Access Control (RBAC) | Microsoft Entra Connect | Enterprise Applications

Microsoft Security: Microsoft Defender for Endpoint (EDR) | Microsoft Defender for Office 365 | Endpoint Security | Zero Trust | Microsoft Purview Data Loss Prevention (DLP) | Vulnerability Management

Automation: PowerShell | Power Automate (Cloud Flows, Approvals, Notifications, SharePoint Integration) | Power Apps (Departmental Solutions) | Microsoft Graph PowerShell (Working Knowledge)

Compliance & Governance: ISO 27001 Compliance (Internal & External Audits) | Microsoft Support Escalation Coordination

Cloud: Microsoft Azure | Hybrid Identity

Infrastructure (Supporting): Windows Server | Active Directory | DNS | DHCP | Group Policy | WSUS Patch Management

EXPERIENCE

Senior Infrastructure Engineer | Celegence Systems Pvt Ltd - Bengaluru, Karnataka | *07/2023 - Present*

- Administered Microsoft 365 tenant operations, Microsoft Entra ID, and Microsoft Intune supporting **200+ endpoints and 250+ user identities** in a regulated life sciences environment, ensuring secure access, endpoint compliance, and service stability.
- Administered Microsoft Intune for the regulated life sciences device fleet, managing device enrollment, application deployment, device compliance policies, and configuration profiles across **enterprise-managed Windows devices**.
- Implemented Windows Autopilot to standardize provisioning for enterprise-managed Windows devices, reducing deployment time and improving onboarding consistency.
- Administered Microsoft Entra ID end-to-end: users, groups, RBAC, authentication methods, enterprise applications, and hybrid identity sync via Microsoft Entra Connect.
- Designed and enforced Conditional Access policies aligned with Zero Trust principles - MFA enforcement, legacy authentication blocking, and risk-based access controls - reducing unauthorized access exposure.
- Administered Microsoft Teams including team lifecycle management, collaboration policies, guest access, and governance to support secure enterprise collaboration.
- Administered SharePoint Online site collections, permissions, document libraries, and governance while delivering an enterprise IT Help Desk solution.
- Monitored the Microsoft 365 Service Health Dashboard and Message Center for service advisories, assessing business impact, communicating relevant updates, and supporting operational continuity.
- Deployed and operationalized Microsoft Defender for Endpoint across **200+ managed devices** - reviewing alerts, coordinating remediation with stakeholders, and using risk signals to prioritize vulnerability fixes.
- Administered Microsoft Defender for Office 365 anti-phishing and anti-spam policies, investigating and remediating suspicious email to protect the Microsoft 365 messaging environment.

- Implemented Microsoft Purview Data Loss Prevention (DLP) controls to protect sensitive data, restrict unauthorized AI uploads, and reduce data exfiltration risk.
- Automated Microsoft 365 administration for **200+ user accounts** using PowerShell and Microsoft Graph PowerShell for select Entra ID and tenant administration tasks, reducing manual effort.
- Automated IT Help Desk ticketing and Asset Management processes using Power Automate integrated with SharePoint Lists - building approval workflows, notifications, and data synchronization to reduce manual handling.
- Built a Power Apps solution for departmental client feedback collection, integrating with Microsoft 365 services for centralized data capture and reporting.
- Supported ISO 27001-aligned compliance through participation in both internal and external audits, identifying control gaps and implementing corrective actions to improve audit readiness.
- Coordinated with Microsoft Support on escalated tickets to drive timely issue resolution, supporting ISO 27001 compliance and vendor risk requirements.
- Led and mentored a team of 2 engineers, ensuring timely incident resolution, SLA adherence, and smooth day-to-day operations.
- Led WSUS patch management strategy, achieving **97% compliance** and reducing manual effort by **60%** through automated deployment and reporting.
- Administered and validated backup and disaster recovery (BCP/DR) processes, achieving **>95% recovery success** during DR drills.

System Administrator | CX100 Solutions Pvt Ltd - Bangalore, Karnataka | *12/2021 - 07/2023*

- Administered Microsoft 365 collaboration services - Exchange Online, Microsoft Teams, SharePoint Online, and OneDrive - for approximately 200 users, managing access, licensing, and day-to-day service reliability.
- Administered Exchange Online mailboxes, shared mailboxes, distribution groups, and mailbox permissions, troubleshooting day-to-day mail flow issues - including message trace - to support reliable Microsoft 365 messaging services.
- Administered Microsoft Entra ID for identity lifecycle management, user provisioning, authentication, and access governance across the Microsoft 365 environment.
- Optimized Microsoft Intune enrollment, device compliance policies, and configuration profiles for Windows endpoints supporting the growing ~200-user environment.
- Enforced Conditional Access policies aligned with Zero Trust principles, strengthening identity security through MFA enforcement and legacy authentication blocking.
- Managed Microsoft 365 user lifecycle via Joiner-Mover-Leaver (JML) processes, group-based licensing, and identity governance for 200 users.
- Troubleshot day-to-day Microsoft 365 and Intune issues - including device enrollment, compliance policy conflicts, Entra ID access problems, and Exchange Online and Teams service disruptions - restoring endpoint access and user productivity.

Desktop Support Engineer | Moody's Analytics Pvt Ltd | *12/2018 - 12/2021*

- Directly administered Active Directory for **500+ enterprise users** (GPOs, access control, identity lifecycle), while supporting endpoint and mobile device management (MDM) initiatives across the broader **3,000+ user** Windows environment.
- Collaborated with infrastructure, network, and security teams to troubleshoot and resolve access, system, and security-related incidents, contributing to improved device compliance and security posture.

Desktop Support Engineer | Wipro Info Tech - Bangalore, Karnataka | *01/2016 - 11/2018*

- Supported enterprise Windows environments and endpoint provisioning, including exposure to SCCM-based software deployment, device imaging, and Active Directory-based access administration.

CERTIFICATIONS

- MS-102: Microsoft 365 Administrator — Exam Preparation In Progress
- ISO/IEC 27001:2022 Internal Auditor Training (2025)

SELECTED IMPLEMENTATIONS & PROJECTS

- Microsoft Defender for Endpoint Implementation - Owned the Defender for Endpoint deployment, integrating it with Intune across the enterprise device fleet to unify endpoint security and compliance signals, using risk data to prioritize vulnerability remediation.
- Microsoft Intune Endpoint Management Rollout - Led the initial Intune rollout, establishing enrollment workflows, compliance policies, and configuration profiles that now underpin ongoing day-to-day device management.
- Microsoft Purview DLP & Information Protection - Deployed enterprise DLP across Exchange Online, SharePoint, OneDrive, Teams and Windows endpoints using standard and custom sensitive information types, Endpoint DLP and generative AI upload protection, mapped to ISO 27001 controls.
- Zero Trust Identity & Device Trust - Built identity as the primary control plane with layered Conditional Access, least-privilege RBAC and device compliance as an access signal, so only managed, healthy endpoints reach corporate resources; added Entra ID Protection for automated response to risky users and sign-ins.

- Microsoft Purview Records & Data Lifecycle Management - Implemented organisation-wide retention policies and adaptive-scope retention labels, plus Record Labels, File Plan, Disposition Review and Regulatory Records for financial, legal and HR records.
- Microsoft Purview Communication Compliance, Adaptive Protection & DSPM for AI - Configured policy-driven detection across Exchange, Teams and Viva Engage, risk-adaptive DLP and Conditional Access enforcement, and discovery and governance of Microsoft 365 Copilot and generative AI activity.
- Microsoft Purview Audit, eDiscovery & Compliance Manager - Established case-based eDiscovery across Exchange, SharePoint, OneDrive and Teams, produced chain-of-custody audit exports as compliance evidence, and ran Compliance Manager assessments with a full ISO/IEC 27001 control mapping.
- Home Lab Projects (case studies at lokeshmurali.com) - Defender XDR + Microsoft Sentinel incident correlation, Defender Vulnerability Management with continuous CVE prioritisation, Zero Trust email security with Defender for Office 365, and Purview Insider Risk Management, Information Barriers and Data Security Investigations.

AWARDS

- Pinnacle Award - Celegence Systems Pvt Ltd (2024) - Recognized for cybersecurity improvements, vulnerability management, and IT security excellence.
- Token of Appreciation (x2) - Celegence Systems Pvt Ltd (2024) - Recognized for SharePoint configuration/implementation and cybersecurity policy improvements.

EDUCATION

Bachelor of Engineering (Electrical, Electronics & Communication Engineering)
Sreenivasa Institute of Technology & Management Studies, Chittoor, AP | Graduated 2014

WEBSITES, PORTFOLIOS, PROFILES

LinkedIn: linkedin.com/in/lokesh-itinfra | Blog: techcertguide.blog | Portfolio: lokeshmurali.com

ADDITIONAL INFORMATION

Languages: Telugu (Native) | Tamil (Intermediate) | English (Fluent)