



RAMPRASAD MANDAL

EXCHANGE ONLINE

CONTACT

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EDUCATION

Bachelor of Technology In Computer Science and Engineering

ALIAH UNIVERSITY

CGPA: 7.98

2018 – 2021 | Kolkata, India

Diploma in Computer Science and Technology

APC Roy Polytechnic CGPA: 7.9

2016 – 2018 | Kolkata, India

Higher Secondary (12th)

Bajkul Balai Chandra Vidyapith

Percentage: 79.67%

2014 – 2016 | East Medinipur, India

Secondary (10th)

Kajlagarh M.S.B.C.M High School

Percentage: 67.71%

2014 | East Medinipur, India

SKILLS

- **Exchange Online**
- **PowerShell**
- **Compliance, Security**
- **Teams & SharePoint**
- **OneDrive**
- **Tool:** ServiceNow
- **Version Control:** Git, GitHub

PROFESSIONAL OVERVIEW

M365 Administrator with over 4 years of experience at Wipro, specializing in Exchange Online and PowerShell automation. Hands-on expertise across Exchange Admin Center, Microsoft 365 Defender, Compliance (Purview) Portal, and Entra Admin Center (Azure AD). Experienced in administering MS Teams, SharePoint and OneDrive, managing user access and identities, performing security monitoring and compliance operations, and resolving incidents and service requests within large-scale enterprise environments.

WORK EXPERIENCE

Exchange Administrator with other M365 services

Wipro Limited. India

Dec 2021 - Present

- Administered the creation and management of various mailbox types—including user, shared, and resource mailboxes—as well as Microsoft 365 Groups such as Distribution Lists, Dynamic Distribution Lists, and Mail-Enabled Security Groups. Responsibilities included configuring settings, assigning access permissions, and ensuring proper operational functionality.
- Managed approximately 100,000+ user accounts and mailboxes, ensuring availability and compliance with organizational standards.
- Strong hands-on experience in PowerShell scripting and others PowerShell command related to Exchange Online. Developed multiple PowerShell automation scripts to streamline Microsoft 365 and Exchange Online administrative tasks. This includes scripts for Distribution List (DL) creation and modification, shared and resource mailbox provisioning, and bulk DL creation with simultaneous member assignment. Automated the release of bulk emails from the quarantine portal and built a Daily Audit Log reporting script to track administrative actions across the environment. Additionally created several other Exchange-related scripts that significantly improved efficiency and optimized daily operational workflows.
- Implemented and managed mailbox rules, retention policies, transport rules, and inbound/outbound mail flow configurations.
- Created 30+ Knowledge Article to maintain detailed technical documentation for client requirements.
- Analyzed and resolved mail delivery issues by troubleshooting NDRs, message headers, and message traces.
- Supported Outlook-related issues including calendar synchronization, Free/Busy problems, delegates, reminders, and PST file management.
- Handled Incident Management, Service Request Management, Change Management in line with ITIL processes.
- Created various transport rules to meet client's requirement for smoother mail flow.

LANGUAGE

- English
- Hindi
- Bengali

- Generated and analyzed reports including Litigation Hold, NDR, and operational performance reports.
- Monitored daily service requests and ensured timely resolution of server and email-related issues impacting end users.
- Created 30+ Knowledge Article to maintain detailed technical documentation for client requirements.
- Keeping Contributed to a tenant-to-tenant migration project for several months, successfully assisting in the migration of over 100,000 mailboxes and groups, including user, shared, and resource mailboxes. And have the knowledge about IMAP migration and Google Workspace to M365 Migration.
- Hands-on experience working with the Microsoft 365 Security Portal (Microsoft Defender). Performed daily reviews of quarantined emails, analyzed threats, and released messages based on user requirements and organizational policies. Possess strong overall knowledge of Microsoft Defender, including email threat investigation, security alerts, and safe-sender/block-sender management.
- Possess strong overall knowledge of Microsoft Purview features such as Content Search, eDiscovery, Audit, Data Loss Prevention (DLP), and compliance-based threat management, with hands-on experience navigating and utilizing the Purview Compliance Portal for governance, regulatory compliance, and organizational data security.

Additional Skills:

- Strong understanding of Microsoft 365 administration, including Exchange Online, Teams, SharePoint Online, Identity (Microsoft Entra Admin Center), Azure AD fundamentals, OneDrive, OneNote.
- Experience working with Outlook client troubleshooting like - profile creation, connectivity diagnostics, deleted recovery emails and many more.
- Understanding of hybrid Exchange concepts, including identity synchronization and mailbox migration workflows.
- Join escalated client calls to understand the fulfill the requirements
- Using MFCMapi.exe to troubleshoot corrupted messages / rule / calendar on individual mailboxes.
- Creating SOPs for project related Tasks.
- Providing KT to New joiners and freshers on Exchange online, Hybrid Environment.
- Handling Client presentation and Virtual meets.
- Managing the 24/7 Shift Rotation and ensuring smooth operations without gaps.
- Working with Microsoft engineers to resolve Complex Issues.