RAMPRASAD MANDAL

PROJECT ENGINEER | 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

I have 5 years of overall IT experience, including more than 3 years as a Microsoft 365 Administrator at Wipro, with a strong focus on Exchange Online administration and PowerShell automation. I possess hands-on experience with the Exchange Admin Center, Microsoft 365 Defender, Microsoft Purview Compliance Portal, and Entra Admin Center (Azure AD). Familiar with Microsoft Teams and OneDrive, supporting security and compliance operations, and efficiently 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.
- 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.
- 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.
- Created SOPs for project related Tasks.
- Provided KT to New joiners and freshers on Exchange online.
- Handled Client presentation and Virtual meets.
- Managed the 24/7 Shift Rotation and ensuring smooth operations without gaps.
- Worked with Microsoft engineers to resolve Complex Issues.