

# Shlok Mishra

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## Objective

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Experienced IT professional with a comprehensive background in managing and administering Active Directory (AD), Azure Active Directory (Azure AD), Microsoft 365 (M365), and Microsoft Intune. Skilled in implementing secure, efficient, and scalable enterprise environments. Adept in user and identity management, endpoint configuration, automation, and L1/L2 support.

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## Professional Experience

Intern | HCLTech

Dec'2020-Dec'2021

- Supported account provisioning and deprovisioning tasks in Active Directory.
- Assisted with Intune device enrollment and policy deployment.
- Managed mailbox transformations within Microsoft Exchange, including the conversion of user mailboxes into shared and room mailboxes to optimize resource accessibility and collaboration.
- Documented incidents and resolutions, contributing to internal knowledge base.

Analyst | HCLTech

Dec'2021-Feb'2026

- Administered and monitored Active Directory & Azure AD, ensuring replication health and organizational compliance.
- Managed Group Policies, login scripts, OU structuring, and AD account management for 3,000+ users.
- Resolved Microsoft 365 issues involving mailbox permissions, distribution lists, and Teams.
- Performed message trace to monitor and troubleshoot email flow.
- Configured and managed mail flow rules, policies, and compliance settings.
- Handled email and collaboration tools to ensure seamless communication.
- Managed quarantine processes to secure and release legitimate emails.
- Implemented security measures for VIP accounts to prevent phishing and unauthorized access.
- Created and enforced Conditional Access Policies in Azure AD to strengthen security posture and protect sensitive resources.
- Conducted content searches and reviewed audit logs in Microsoft Purview for compliance and email investigations.
- Developed internal technical SOPs to improve onboarding and incident resolution.

- Management of the MIM and MAM policies.
  - Manage FSMO Roles
  - Promotion and Demotion of Domain Controllers.
  - Managing Exchange and SMTP Servers.
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## Education

Matriculation, N.L.K.V.M. Inter College, Kanpur	2018
UP Board	
Intermediate, N.L.K.V.M. Inter College, Kanpur	2020
UP Board	
Graduation, Amity University, Noida	2024
BCA	

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## Technical Skills and Abilities

### Identity & Access Management:

- Active Directory (AD), Group Policy, OU Management, AD Replication, Azure AD, Entra ID, Azure AD Connect
- MFA, Conditional Access, PIM

### Device & Endpoint Management

- Microsoft Intune (MDM/MAM): App deployment, Compliance & Configuration Profiles
- Endpoint Security Policies:
- LAPS (Local Admin Password Solution) via Intune
- BitLocker Encryption management and compliance
- Windows Hello for Business Biometric and PIN policy setup

### Microsoft 365 & Collaboration

- Exchange Online, Teams, SharePoint, OneDrive, Copilot, DLP, eDiscovery, Power Automate, Copilot Studio,
  - PowerShell Automation
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## Key Achievements

- Awarded Outstanding Performance & Quality of Work – 2023 & 2024
- Designed & enforced organization-wide Conditional Access and MFA policies
- Deployed and managed Intune across 2,000+ devices with 98% compliance rate
- Created user training materials for M365 & Intune; led adoption workshops
- Integrated identity systems for SSO with Adobe, FortiGate, and internal apps
- Conducted content searches and reviewed audit logs in Microsoft Purview, providing detailed reports to customers for compliance and email investigations for their Confidential Requests.

## Certifications

Microsoft Certified: Azure AI Fundamentals

Gen AI Essential Training 101,102

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I, [Shlok Mishra](#), certify that the information furnished above is true to the best of my knowledge and belief.

(Shlok Mishra)