

NAVNEET KUMAR

Noida, Uttar Pradesh | Phone: [+91 7533002838](tel:+917533002838) | Email: navneet7533@gmail.com

PROFILE

Experienced Systems Engineer with **5.8 years** of hands-on experience supporting enterprise IT infrastructure across Windows Server, endpoint management, cloud administration, and security operations, with strong expertise in Microsoft Intune, Windows endpoint management, Autopilot provisioning, device enrollment, compliance policies, application deployment, custom enterprise image creation and organization-wide OS deployment, and endpoint lifecycle management across large-scale environments. Skilled in Windows Server administration including Active Directory, Group Policy, DNS, patching, server hardening, and infrastructure troubleshooting, along with hands-on experience in Azure administration, Conditional Access, hybrid identity, and endpoint security using Microsoft Defender and vulnerability management through Qualys. Proven track record of driving measurable impact through automation and process optimization, reducing manual effort by **400+ hours annually**, improving endpoint deployment and patching efficiency by **30%**, accelerating device provisioning through standardized Autopilot and custom image deployment processes, and enhancing enterprise readiness through scalable imaging solutions for organization-level rollouts. Adept at supporting complex enterprise environments with strong focus on operational stability, proactive problem solving, continuous improvement, and ownership-driven execution while delivering secure, scalable, and efficient infrastructure and endpoint management solutions.

WORK HISTORY

Clear-Trail Technologies, Noida: April 2024 (Currently Working as a System Engineer)

- Handle Windows enrollment with Autopilot and manual provisioning for 1500+ Device endpoint across enterprise
- Enrolled and managed Windows devices using Microsoft Intune, supporting device onboarding, compliance monitoring, security baselines, update rings, BitLocker, and lifecycle management for enterprise-managed endpoints.
- Create and enforce compliance policies, configuration profiles, and application deployments.
- Ensure all enrolled devices meet organizational security and compliance standards.
- Automated Windows Imaging for with fully customized ISO with security tools installation
- Implemented Documentation process and Knowledge Base articles for future support and escalations.
- Oversee OS patching, software deployment, and agent installations/un-installations using Endpoint Central.
- Track and remediate malware threats across endpoints.
- Maintain in-house Windows and Linux servers, including installations, updates, hardening and optimization.
- Manage internal VMs using Proxmox and monitor system health.
- Managed Security Groups, Azure RBAC, IAM and Role Assignment Tasks.
- Managed Linux systems for application support, service validation, package updates, and basic shell automation.
- Conduct vulnerability scans on demo and live devices using **Qualys VMDR** and remediate issues.
- Maintain documentation for endpoint and server configurations.
- Troubleshoot issues with Windows devices, Intune enrollment, software deployments, and user access.
- Conduct PoC for new organizational tools such as DiskEraser, ShredOS, JAMF, and other tools.
- Monitor system health, perform routine audits, and optimize performance.
- Maintain strong collaboration with cross-functional teams for migrations, onboarding, and critical incidents.
- Achieved **Microsoft MD-102 Certification** and **Qualys VMDR Certified Specialist – 2026**.
- Develop automation using PowerShell scripting for repetitive tasks including reporting, onboarding, and maintenance.

GMG – Gulf Marketing Groups: Dec 2023 – Mar 2024 (Senior Engineer – Contract)

- Implemented automation for user provisioning, deprovisioning, and group membership management using ADManager Plus, reducing manual effort by **200+ hours annually** and improving turnaround by **40%**.
- Managed enterprise mailbox permissions, distribution lists, cleanup activities, and message tracing, improving access governance and reducing inactive distribution groups by **25%**.
- Executed SAP-to-Active Directory synchronization for new joiners and weekly workforce changes, reducing provisioning delays by **30%** and improving identity data accuracy.
- Maintained detailed documentation and standardized procedures for endpoint and server configurations, reducing troubleshooting and knowledge transfer effort by **20%**.
- Performed weekly Active Directory backup validation and disaster recovery readiness activities to support business continuity and infrastructure resilience.
- Conducted audits and cleanup of unused access groups and distribution lists, improving directory hygiene and strengthening compliance controls.
- Troubleshoot Windows devices, Microsoft Intune enrollment, software deployments, and user access issues, improving incident resolution efficiency by **35%**.

Publicis Groupe, Gurugram: April 2022 – Dec 2023 (Worked as Infrastructure Admin)

- Enrolled and managed Windows devices using Microsoft Intune, supporting device onboarding, compliance monitoring, endpoint security baselines, update rings, BitLocker policies, and lifecycle management for enterprise-managed endpoints.
- Configured compliance policies, configuration profiles, and Conditional Access controls to enforce security standards, strengthen endpoint posture, and secure access to corporate resources based on device compliance and identity controls.
- Managed and resolved Windows and Android enrollment issues reported by Local IT teams, troubleshooting registration failures, policy conflicts, compliance errors, and improving user onboarding experience.
- Administered macOS devices using Jamf, including enrollment, profile configuration, security settings, patching support, and device policy management.
- Performed identity and access management activities across Active Directory and Azure AD, including password resets, account unlocks, user provisioning, security group management, and access support.
- Managed Microsoft 365 administrative tasks including mailbox permissions, shared mailbox access, distribution list governance, message tracing, mail flow troubleshooting, and monthly cleanup of inactive distribution groups.
- Handled incidents and service requests through ServiceNow, consistently resolving **250–300 support tickets monthly** while managing prioritization, SLA adherence, user communication, documentation, and end-to-end ticket ownership.
- Troubleshoot Windows and macOS endpoint issues, Microsoft 365 access problems, VPN connectivity incidents, and authentication-related issues while providing remote support through Bomgar, contributing to improved first-call resolution and reduced user downtime.

Total IT Consult LLP, Delhi: May 2021 – April 2022 (Worked as Service Desk Analyst)

- Handled **Level 1 support** for client environments across 10+ accounts including Nokia, SC Johnson, and Mondelēz International, supporting day-to-day operations and serving as a first point of contact for client-reported issues.
- Logged, triaged, and coordinated support cases, assigning incidents to engineers based on priority, availability, and SLA requirements while ensuring timely follow-up and issue tracking.
- Managed and monitored high-priority P1 and P2 incidents, performing initial troubleshooting, escalation coordination, status communication, and ensuring timely resolution and proper ticket closure.
- Supported ticket lifecycle management through incident logging, queue monitoring, prioritization, documentation, and adherence to service management processes.

- Handled client interactions through calls and email communications, providing issue updates, coordinating responses, and maintaining strong customer service and stakeholder communication.
- Supported operational reporting and service documentation, including monthly billing inputs, ticket metrics, and detailed service reports for invoicing and performance tracking.

DCDC Kidney Care, New Delhi: August 2020 – May 2021 (Worked as IT - Consultant)

- Worked as IT Consultant in a two-member IT team supporting 70+ hospital centers and head office, managing end-to-end IT operations across infrastructure, endpoints, networking, and user support.
- Handled Windows patching, hardware/software troubleshooting, network configuration, mailbox and licensing administration, along with support for DLP, antivirus, printers, and enterprise applications.
- Managed IT asset inventory, vendor coordination, procurement, and billing activities while ensuring cost-effective service delivery and operational continuity.
- Provided multi-site support for desktops, network devices, connectivity issues, and day-to-day IT incidents, contributing to stable operations across distributed healthcare environments.

CERTIFICATION

- [MD-102](#): Microsoft 365 Certified: Endpoint Administrator – 2026
- [Qualys](#): Qualys Certified Specialist VMDR - 2026
- [AZ-900](#): Microsoft Azure Fundamentals – 2023
- [Udemy](#): Linux for Cloud & DevOps Engineers – 2023
- [CCNAv7](#): Introduction to Networks - 2020



TECHNICAL SKILLS

Tools	System Admin	Microsoft	Extras
Endpoint Central	OS Patching, Autopilot, Image	M365 Administration	Networking, ACL, DNS, DHCP
Service Now	Software Deployment	Windows – WPA, ADK	Linux Desktop, Server, Gitlab
Qualys VMDR	AD Automation	Microsoft Defender	Proxmox - Virtualization
AD Manager Plus	Intune – Configuration, Compliance	Active Directory	Advanced Excel
AD Audit	Endpoint Management	Azure AD / Entra ID	Linux – Ubuntu, CentOS OEL

EDUCATIONAL HISTORY

- UPRTOU • Bachelor of Computers • **2022 – 2025**
- Annamalai University • B.Sc in Information Technology • **2020 – 2022**
- Ambedkar Institute of Technology • Diploma in Digital Electronics • **2016-2019**

INTERESTS AND ACTIVITIES

- Writing Blogs (Medium)
- Surfing Web