

# JEEVA PRIYAN G

Cloud & Infrastructure Engineer | Azure, Windows Server & Microsoft 365 Administrator

Thanjavur, Tamil Nadu • +91 9486562136 • akiljeevapriyan007@gmail.com • [LinkedIn Profile](#)

---

## PROFESSIONAL SUMMARY

---

Cloud & Infrastructure Engineer with 3+ years of enterprise IT experience delivering Windows Server, Active Directory, Microsoft 365, and Azure infrastructure support at scale. Administered 1,000+ enterprise servers and supported 10,000+ end users while sustaining 100% SLA compliance and customer satisfaction above 4.5/5. Led incident management, problem management, and root cause analysis within ITSM/ServiceNow environments, and automated recurring operations using PowerShell and Power Automate. Drove a process improvement that nearly doubled same-day ticket closure (28.4% → 49%) in two months. Recognized with a Rising Star Award and a 4/4 top performance rating for consistent technical depth and reliable incident resolution.

## CORE TECHNICAL SKILLS

---

**Server & Directory Services:** Windows Server 2008–2022, Active Directory (AD DS), DNS, DHCP, Group Policy (GPO)

**Cloud & Identity:** Microsoft Azure, Azure Virtual Machines, Azure NSG, Microsoft Entra ID / Azure AD

**Microsoft 365:** Exchange Online, SharePoint Online, Teams, M365 Admin Center

**Virtual Desktop:** Azure Virtual Desktop (AVD), Citrix VDI, VMware, Hyper-V (basic exposure)

**Monitoring & Security:** Azure Monitor, Server Health Checks, Vulnerability Remediation, Patch Management

**Automation:** PowerShell Scripting, Infrastructure Automation, Power Automate

**Networking:** TCP/IP, VPN, DNS, DHCP, RBAC, Network Troubleshooting

**ITSM & Support:** ServiceNow, Incident Management, Problem Management, Root Cause Analysis (RCA), Documentation & Runbooks

## PROFESSIONAL EXPERIENCE

---

### Cloud Engineer | LTMindtree, Chennai

Sep 2023 – Present

*Project: Enterprise ICT Infrastructure & Operations Support (ENEC) — supporting 10,000+ users across 1,000+ Windows Servers spanning Microsoft 365, Exchange Online, Active Directory, Microsoft Entra ID, Azure, Citrix, and Azure Virtual Desktop (AVD).*

- Administered and maintained 1,000+ Windows Server (2008–2022) instances supporting a 10,000+ user enterprise environment, ensuring system stability, performance, and security compliance.
- Executed end-to-end Windows Server administration — provisioning, patching, maintenance, security hardening, and lifecycle management — across enterprise infrastructure.
- Led incident management and root cause analysis (RCA) for enterprise-wide, service-affecting incidents logged in ServiceNow, partnering with cross-functional infrastructure teams to restore service and prevent recurrence.
- Administered Active Directory (AD DS), including user account lifecycle management, Organizational Units (OUs), Group Policy Objects (GPO), and role-based access control (RBAC) for 10,000+ enterprise users.
- Managed Microsoft 365 and Exchange Online administration — mailbox provisioning, shared mailboxes, distribution lists, and mail-flow troubleshooting — alongside Microsoft Entra ID identity administration for 10,000+ end users.
- Resolved enterprise networking and connectivity issues spanning DNS, DHCP, TCP/IP, and VPN, reducing end-user and infrastructure downtime.
- Supported Azure infrastructure operations — Virtual Machines, Network Security Groups (NSGs), and resource groups — using Azure Monitor for proactive cloud operations monitoring.
- Delivered Azure Virtual Desktop (AVD) and Citrix support, managing host/session connectivity, user profile issues, and application delivery for enterprise end users.
- Executed monthly patch management and vulnerability remediation cycles across the Windows Server estate, maintaining 100% compliance with organizational security benchmarks.
- Built PowerShell scripts to automate recurring administrative and reporting tasks, improving efficiency across identity and infrastructure automation workflows.
- Automated business workflows using Microsoft Power Automate, reducing manual effort and improving operational efficiency.
- Authored documentation, runbooks, and troubleshooting guides supporting infrastructure operations, audits, and knowledge transfer.
- Sustained 100% SLA compliance while consistently achieving customer satisfaction ratings above 4.5/5 across incident, change, and service request categories in ServiceNow.

- Spearheaded a ticket-handling process improvement that nearly doubled the team's same-day ticket closure rate — from 28.4% to 49% in two months — improving response times and client-facing service efficiency.

### Cybersecurity Intern | Hackup Technologies, Remote

Jan 2022 – Feb 2022

- Conducted web application vulnerability assessments and security testing using Burp Suite and Metasploit, documenting findings and recommended remediation measures.

## PROJECTS

---

### AI-Powered Intelligent Chatbot | Personal Project

- Designed and developed an AI-powered conversational chatbot using natural language processing (NLP) to handle dynamic user queries with contextual understanding.
- Implemented backend logic for intent recognition and response generation, and deployed the solution with a web interface demonstrating practical AI integration skills.

## CERTIFICATIONS

---

- LTIMindtree Certified Cloud Professional — IT Infrastructure & Cybersecurity
- ITIL Foundation Certificate in IT Service Management (Udemy)
- Generative AI Foundation Course
- IT Security Foundations — LinkedIn Learning

## AWARDS & RECOGNITION

---

### Rising Star (Young Achiever) Award — Q3 FY25

- Awarded for sustained technical excellence, dependable ownership of critical infrastructure incidents, and standout contributions to the ENEC Infrastructure & Operations Support engagement.

### Performance Rating — 4/4 (2026 Annual Appraisal)

- Earned the top performance rating on the team, reflecting consistent technical depth across Windows Server, Active Directory, and Azure operations, fast and reliable incident resolution, and customer satisfaction that remained above target quarter over quarter.

## EDUCATION

---

### B.Sc. Computer Science with Cognitive Systems

Sri Krishna Arts & Science College, Coimbatore | 2020 – 2023 | CGPA: 8.4

## ADDITIONAL INFORMATION

---

Languages: English (Professional), Tamil (Native) • Notice Period: Immediate Joiner • Relocation: Open • Shift Preference: Flexible (24x7)