Azhar Alam

Microsoft 365 & Azure Engineer · Exchange Online Messaging Specialist

Server & Tenant Migrations · Founder, Owner & Developer of MailWynx

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PROFESSIONAL SUMMARY

Microsoft 365 & Azure Engineer with 13+ years of progressive IT experience and a specialization in Exchange Online messaging. Proven track record leading server, mailbox, and tenant migrations (Hybrid, T2T, IMAP, G-Suite) and Azure Virtual Desktop (AVD) deployments with minimal downtime. Deep expertise across Exchange Online mail flow, Azure AD / Entra ID, Intune, SharePoint, and hybrid identity—hardening security posture through Conditional Access and eliminating manual effort with PowerShell and Power Automate. Skilled in deploying hybrid server infrastructure across on-premises and Azure and managing Azure subscriptions. Experienced across MSP and partner environments handling enterprise-level escalations (Sev-A/B/C), GDAP onboarding, and Microsoft licensing optimization. Increasingly focused on AI-driven productivity and automation deploying Microsoft 365 Copilot, integrating Azure OpenAI and LLM APIs, and building AI assistants and chatbots to streamline operations. Microsoft certified: AZ-104, MS-102, SC-300, and MS-900.

FOUNDER & PRODUCT DEVELOPMENT

Founder, Owner & Developer — MailWynx mailwynx.com

Founded, own, and develop MailWynx, a self-hosted migration platform for MSPs and IT teams moving between Microsoft 365 and Google Workspace.

• Brings mail, calendars, and personal contacts into one API-native migration flow in the customer’s own environment.
• Supports folder structure, recurring events, attendees, and contact details, with pilot batches, resumable migrations, and delta sync for cutover.

CORE SKILLS

CLOUD, MESSAGING & INFRASTRUCTURE

• Exchange Online messaging, mail flow & migrations
• Server / mailbox / tenant migrations: Hybrid, T2T, IMAP, G-Suite
• Microsoft 365; SharePoint Online & OneDrive
• Hybrid identity: AD Connect, PHS / PTA / SSO
• Windows Server; ADDS, DNS, DHCP & GPO
• Mail security: Avanan, Proofpoint, Barracuda
• Microsoft licensing / SAM; GDAP onboarding
• Azure Virtual Desktop deployment
• Azure AD / Entra ID; Conditional Access
• Intune MDM / MAM; endpoint management
• PowerShell & Power Automate
• Hyper-V virtualization
• Azure Backup, Datto & ConnectWise RMM

AI & AUTOMATION

• Microsoft 365 Copilot: deployment & administration
• Azure OpenAI Service & Azure AI Services
• Prompt engineering & AI workflow design
• LLM API integration: Claude, GPT
• AI chatbot & virtual assistant development
• AI-assisted automation: PowerShell + AI
• Local / open-source LLM deployment

PROFESSIONAL EXPERIENCE

Advanced System Engineer
Jul 2023 – Jun 2026

IT By Design (Innovation Technology By Design), Noida

- Planned and executed server, mailbox, and tenant migrations (Hybrid, T2T, IMAP, G-Suite) including server replication, decommissioning, and swing migrations with minimal downtime.
- Deployed hybrid server infrastructure connecting on-premises and Azure, and managed Azure subscriptions resources, cost, and governance across client tenants.
- Designed and deployed Azure Virtual Desktop (AVD) environments and virtual machines on Azure and Hyper-V, managing host pools, images, and end-to-end user provisioning.
- Administered Exchange Online messaging and hybrid mail flow as the go-to specialist mail routing, connectors, spam filtering, and complex delivery troubleshooting.
- Implemented Conditional Access policies, Intune onboarding, and SharePoint/OneDrive services; resolved Entra Connect sync issues to keep hybrid identity healthy and secure.
- Built PowerShell and Power Automate automation — SharePoint workflows and data migration to Azure Blob Storage and Google Drive reducing repetitive manual effort.
- Supported GDAP onboarding, mail filtering services (Avanan, Proofpoint, Barracuda), BDR backup, and ConnectWise RMM scripting for managed clients.
- Explored and piloted AI-driven productivity Microsoft 365 Copilot, Azure OpenAI, and LLM-integrated automation to accelerate support and reduce manual workload.

O365 Support Engineer (Enterprise Customer Support - Microsoft)
Apr 2021 – Jul 2023

Concentrix, Gurugram

- Handled enterprise support cases (Sev-A/B/C) across Premier, Partner, and EDU tenants for Outlook and Exchange Online.
- Resolved Exchange on-premises to Exchange Online migration support requests, including hybrid mail flow setup and HCW configuration.
- Executed tenant and mailbox migrations — G-Suite, IMAP, Hybrid, and T2T — and managed devices through Conditional Access.
- Troubleshot AD Connect and Azure AD join issues and supported hybrid identity sync for enterprise customers.
- Managed EDU tenant support — Microsoft Teams administration and SharePoint Online issue resolution.
- Delivered triage sessions and mentored engineers on complex tickets across the messaging and identity stack.

Senior O365 Technical Support Engineer
Apr 2019 – Mar 2021

Planet Technologies India (Remote)

- Delivered technical support for Exchange, Active Directory, and Windows Server OS (2008–2019) and O365 apps, mail flow, and relays.
- Performed root-cause troubleshooting across Microsoft enterprise products on server and client operating systems (Windows 7 through 10).

Technical Account Manager - Licensing
Nov 2018 – Feb 2019

Denave India Pvt Ltd, Noida

- Managed Microsoft licensing and compliance audits for clients and coordinated with CSPs to optimize licensing positions.

Senior Technical Support Engineer
Dec 2017 – Oct 2018

Live Tech Mart, New Delhi

- Resolved AD and end-user issues; managed onboarding/offboarding, desktop and printer support, and server maintenance.
- Administered backup solutions including Azure Backup and Datto.

IT Support Engineer / Senior Technical Support Specialist
Sep 2013 – Nov 2017

ATC Infosys, Noida

- Deployed and administered ADDS, DNS, DHCP, and Hyper-V; performed root-cause analysis of system performance and failure issues.
- Managed Active Directory technologies — replication, FSMO roles, Kerberos, users, groups, and Group Policy plus client mail services (GoDaddy, HostGator).
- Applied deep Windows internals expertise: RPC, WMI, DCOM, WinRM, Windows Installer, Task Scheduler, Event Forwarding, Group Policy, and Registry.

IT / Remote Support Engineer
Feb 2012 – Jul 2013

N-Tech Services and Consultancy LLP

- Troubleshot Windows desktop environments, configured security software, and resolved computer and network connectivity issues.
- Managed websites and hosting accounts (Hostinger, HostGator, GoDaddy), including domain, DNS, and content updates.
- Set up and configured POP/IMAP email accounts and mail clients for clients across hosting providers.

CERTIFICATIONS

• **Microsoft Certified: Azure Administrator Associate (AZ-104)**	• **Microsoft 365 Certified: Administrator Expert (MS-102)**
• **Microsoft Certified: Identity & Access Administrator (SC-300)**	• **Microsoft 365 Fundamentals (MS-900)**
• **Microsoft Licensing Solutions Specialist**	• **Customer Service Specialist** (LinkedIn Learning)

EDUCATION

Bachelor of Arts — English Language & Literature
Mahatma Jyotiba Phule Rohilkhand University (MJPRU), Bareilly — 2021

Diploma in Website Designing & Development
A2Z Computer Institute — 2011