SAGAR **SHARMA**

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Experienced IT professional specializing in Microsoft 365 support, computer troubleshooting, and networking. Seeking to leverage technical expertise and problem-solving skills to contribute to a forward-thinking organization committed to excellence and innovation.

EXPERIENCE

MAY 2023 – PRESENT
MICROSOFT 365 SUPPORT ENGINEER, RACKSPACE

- Provided comprehensive technical support for Microsoft 365 products to Rackspace customers, ensuring timely resolution of issues and high customer satisfaction.
- Assisted customers with the setup, configuration, and troubleshooting of Microsoft 365 applications, including Exchange Online, SharePoint Online, Teams, and OneDrive.
- Collaborated with cross-functional teams to resolve complex technical issues, leveraging deep knowledge of Microsoft 365 services and Rackspace's infrastructure.
- Conducted training sessions and webinars for customers to enhance their understanding and usage of Microsoft 365 tools, improving overall productivity.
- Maintained detailed documentation of support cases, solutions, and best practices to streamline future support processes and enhance team knowledge.
- Monitored and managed customer accounts to ensure compliance with licensing agreements and optimize their Microsoft 365 environment.
- Acted as a liaison between customers and Microsoft, escalating issues when necessary and ensuring prompt resolution.
- Contributed to the development of support resources such as FAQs, knowledge base articles, and troubleshooting guides to assist customers in self-service.

MAR 2021 – MAY 2023
MICROSOFT 365 SUPPORT ENGINEER, CONCENTRIX

- Guided Microsoft 365 Administrators in troubleshooting Exchange Online, SharePoint Online, Teams, Office 365 Apps, and Azure AD.
- Assisted administrators through portals like Microsoft 365 Admin Center, Exchange Admin Center, and more.
- Provided support for managing Microsoft 365 services via PowerShell modules.
- Supported deployment and troubleshooting of anti-spam filters, DMARC, DKIM, SPF, and mail flow rules.
- Managed various Exchange Online migrations including Hybrid, Cutover, Stage, IMAP, PST, and Google Workspace.
- Troubleshot mail flow issues using extended message trace and diagnostics.
- Created and managed Microsoft 365 groups, distribution, and security groups.
- Resolved Autodiscover and Outlook issues.
- Supported Single Sign-On using Active Directory Federation Services.
- Addressed Multi-Factor Authentication issues.

- Deployed and troubleshot Conditional Access policies.
- Troubleshot Azure AD Connect synchronization issues.
- Assisted administrators with Office 365 billing management.
- Supported deployment and troubleshooting of PSTN calling, audio conferencing, and Teams meetings.
- Documented all work performed in the ticketing system and maintained effective relationships with engineering teams.

MAR 2018 – NOV 2018

IT - SUPPORT, NELITO SYSTEMS PVT. LTD.

- Address user tickets regarding hardware, software and networking
- Set up and manage user accounts and permissions to consent access to network and file sharing solutions.
- Setting up the Organization's computer systems to meet business goals.
- Installing applications and computer peripherals
- Troubleshooting Windows, Outlook, Office apps.
- Troubleshooting VDI, VPN, Security App etc. over Remote Support
- Resolve hardware and network connectivity issues.
- Ask targeted questions to diagnose problems. Guide users with step-by-step instructions
- Conduct remote troubleshooting. Test alternative pathways until the issue resolves
- Setting up the Organization's computer system to meet specific business goals.
- Maintain and resolve issues on LAN/WAN, VoIP telephone, biometric, AV systems connections.
- Ensure the security and availability of all data center systems.
- Coordinate with vendors to resolve technical problems with desktop computing equipment and software.
- Validate & approve VPN access for all remote users.
- Support in testing and deployment of new applications and systems.

EDUCATION

JULY 2021

BACHELOR OF SCIENCE - COMPUTER SCIENCE, UNIVERSITY OF MUMBAI

SKILLS

- Exchange Online
- Microsoft Exchange server
- SharePoint Online

- Microsoft Teams
- Office 365 suite
- Azure Active Directory