

LOKESH M

Bengaluru, Karnataka 560067 | +91 9108882293 | lokeshmurali45@gmail.com

L: [linkedin.com/in/lokesh-itinfra/](https://www.linkedin.com/in/lokesh-itinfra/)

PROFESSIONAL SUMMARY

- Senior Infrastructure Engineer with 10+ years of experience managing hybrid IT environments across Microsoft 365, Azure, and on-premises infrastructure. Skilled in identity and access management, endpoint management using Microsoft Intune, and implementing security controls aligned with Zero Trust principles.
- Experienced in strengthening system security, improving patch compliance, and ensuring reliable backup and disaster recovery processes. Strong focus on operational stability, documentation, and continuous improvement of infrastructure and security posture.
- Currently expanding expertise in Microsoft 365 administration and security, with hands-on experience in Conditional Access, MFA, and tenant hardening.

TOP SKILLS

- ISO 27001 compliance
- Hybrid IT management
- Azure administration
- Network security
- ITIL framework
- Windows Server Administration
- BCP
- Microsoft Intune management
- Backup and recovery solutions
- Effective communication skills
- Technical documentation
- Conditional Access
- Endpoint Management
- Firewall Policy Optimisation

EXPERIENCE

07/2023 - Current Senior Infrastructure Engineer

Celegence Systems Pvt Ltd - Bengaluru, Karnataka

- Lead and mentor a team of 2 IT Support Engineers, ensuring timely incident resolution and adherence to SLAs. Manage a hybrid IT infrastructure across Azure and on-prem Windows Server environments.
- Strengthened endpoint security controls across hybrid environments, improving compliance and reducing vulnerabilities
- Managed hybrid identity and infrastructure (Active Directory, Entra ID, DNS, DHCP, Microsoft 365) ensuring secure and reliable operations
- Led patch management strategy using WSUS, achieving 97% compliance and reducing manual effort by 60%
- Supported security initiatives aligned with ISO 27001, contributing to improved audit readiness
- Deployed and managed Windows Server Update Services (WSUS) to streamline monthly patch rollouts, automate compliance tracking, and reduce manual intervention by 60%, achieving a 97% overall patch compliance rate. Oversee firewall configurations.
- Supported BCP & DR plans by validating and testing backup processes,

achieving consistently high success rates (>95%) and ensuring quick recovery validation during DR drills.

- Apply IT security best practices aligned with ISO/IEC 27001:2022.
- Participated in internal and external security audits, improving posture by aligning with ISO 27001.
- Configured and maintained conference room setups with Microsoft Teams for internal and executive meetings.

12/2021 - 07/2023 System Administrator

CX100 Solutions Pvt Ltd - Bangalore, Karnataka

- Implemented Microsoft Intune-based endpoint management, including device enrolment, compliance policies, and security configurations for Windows devices
- Designed and enforced Conditional Access policies to strengthen identity security and support Zero Trust access
- Managed endpoint security posture, ensuring compliance with organizational policies and reducing risk exposure
- Administered Microsoft 365 services including Exchange Online, SharePoint, Teams, and identity management via Entra ID
- Managed user lifecycle, access control, and licensing using Microsoft 365 Admin Center

12/2018 - 12/2021 Desktop Support Engineer

Moody's Analytics Pvt Ltd

- Supported enterprise Windows environments, including BitLocker encryption, VPN access, and endpoint security configurations
- Managed Active Directory operations including group policies, user access control, and permissions
- Assisted in endpoint management and MDM implementations for corporate devices
- Collaborated with infrastructure teams to resolve escalated system and network issues

**TECHNICAL BLOG &
KNOWLEDGE
SHARING**

- Author of a technical blog focused on Microsoft 365 administration, security, and endpoint management
- Published practical guides on Conditional Access, MFA, Zero Trust, and tenant hardening
- Focus on real-world implementation and security best practices
- Techcertguide.

KEY PROJECTS

- SECURE Microsoft 365 Tenant Deployment (Zero Trust)
- CONDITIONAL Access & Identity Security Implementation
- WSUS Patch Automation & Compliance Optimization
- Backup & Disaster Recovery Validation

TOOLS & TECHNOLOGIES

- Microsoft Intune
- Microsoft Entra ID
- Microsoft Defender
- WSUS
- Azure Portal
- PowerShell

EDUCATION

05/2014

Bachelor of Science: Electrical, Electronics and Communications Engineering
Sreenivasa Inst. of Technology & Management Studies – Chittoor, AP

CERTIFICATIONS

ISO/IEC 27001:2022 Internal Auditor Training — 2025 completed training focused on ISMS auditing, risk management, and compliance framework alignment

- MS-102 Bootcamp: Microsoft 365 Administrator (Udemy) — Instructor: Thomas Mitchell, Certificate URL: ude.my/UC-ded22470-5aae-4b9e-949f-8417fcc2e18b
- Introduction to CISSP: Security Assessment and Testing, and Security Operations — 3rd March 2025 Certificate Code: 7990267
- Digital Security Fundamentals — 8th March 2025 Certificate Code: 8012652
- AI Tools Workshop (Be10x AI Certificate) — November 16, 2023

ACTIVITIES AND HONORS

- Conduct ISMS refresher training (October 2025) for employees, covering governance of email, data protection, and SharePoint data transfer

ACCOMPLISHMENTS

- **'Pinnacle' Award - Celegence Systems Pvt. Ltd (Nov 2024)**
Honored for exceptional commitment to **vulnerability assessment, cybersecurity improvements**, and

continuous **IT security skill advancement** across time zones

- **Token of Appreciation - Celegence Systems Pvt. Ltd (Aug 2024)**

Recognized for enhanced technical proficiency in **SharePoint configuration, cybersecurity policy setup, and ongoing skill development.**

- **Token of Appreciation - Celegence Systems Pvt. Ltd (Apr 2024)**

Appreciated for individual contribution to **SharePoint configuration** for the **IT Helpdesk tool**, ensuring improved collaboration and service tracking.

LANGUAGES

English (Fluent) | Telugu (Native) | Tamil (Intermediate)