

Saandil Altaf

Azure Administrator | Microsoft 365 | IT Support

5+ Years IT Experience • AZ-104 In Progress • 3x Microsoft Certified • Hybrid Identity & M365 Specialist

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PROFILE

Azure Administrator in progress (AZ-104) with 5+ years' hands-on IT experience spanning Microsoft 365 administration, hybrid Azure AD / Microsoft Entra identity, and Windows Server infrastructure. Comfortable working end-to-end — from PowerShell automation and Intune device compliance to deploying and maintaining live Azure-hosted infrastructure. Proven track record supporting multi-site, cross-regional teams (UK & Europe) under ITIL-aligned service management. Currently deepening cloud and AI strategy knowledge through an executive MBA.

CORE COMPETENCIES

Cloud & Identity

Microsoft Azure Administration • Azure AD / Microsoft Entra ID (Hybrid Identity) • Azure AD Connect • RBAC & Conditional Access • Multi-Factor Authentication

Microsoft 365

Exchange Online • Teams • SharePoint • OneDrive • Intune Device & App Compliance Management

Infrastructure & Automation

Windows Server 2019/2022 & Group Policy • PowerShell Scripting & Automation • Networking (TCP/IP, DNS, DHCP, VPN) • CI/CD (GitHub Actions)

Security & Service Management

Endpoint Security (Defender, Sophos, MFA) • ITIL Service Management (Jira, ServiceNow)

PROFESSIONAL EXPERIENCE

IT Support Technician

Arden University | 09/2025 – Present

- Administer Microsoft 365 and Intune device compliance across the staff and student device estate, maintaining policy compliance and streamlining patching through SCCM/Intune automation.
- Deliver 1st/2nd-line IT support to students and staff on-site and remotely, resolving account, device, and access issues via Teams, Zoom, and remote-support tools.
- Partner with UK and European IT teams to coordinate hardware rollouts, device provisioning, and application deployments.
- Maintain operational uptime across classrooms, labs, and teaching spaces by proactively troubleshooting hardware, AV systems, and printers.

IT Support

Bimm / MetFilm / UWL University, London | 06/2023 – 09/2025

- Administered hybrid Azure AD / Microsoft Entra identity, managing user accounts, permissions, mailboxes, and Group Policy across a multi-campus estate.
- Supported Exchange Online, Teams, SharePoint, and OneDrive, resolving identity and access issues across the estate.
- Automated recurring administrative tasks with PowerShell, managed device assets through Intune, and supported ITIL-aligned workflows via Jira and ServiceNow.
- Strengthened endpoint security posture through MFA enforcement, email filtering, and antivirus management (Defender, Mimecast, Sophos).
- Delivered technical support across Windows 10/11, Windows Server (2016–2022), macOS, and Linux for a multi-campus higher-education estate.
- Diagnosed and resolved network connectivity issues (TCP/IP, DNS, DHCP, VPN) using PRTG for proactive monitoring, and delivered remote support via RDP, TeamViewer, and Datto.

IT Support Contractor

FassTech, UK | 12/2020 – 04/2023

- Delivered independent, hourly IT support across a range of client environments, covering hardware, networking, and end-user issues.
- Installed and maintained network and local printers, and carried out hardware upgrades (RAM, SSDs, peripherals) on desktops and laptops.
- Configured routers, switches, and wireless access points to establish reliable client network connectivity.

First Line Support

TechieNet, UK | 10/2014 – 04/2020

- Provided Tier 1 support to internal users, combining desk-side assistance with remote troubleshooting across multiple systems and applications.
- Logged and resolved help desk tickets, delivering end-user training that reduced recurring issues and support-desk demand.
- Provisioned and deployed new computers and mobile devices to company standard, laying the groundwork for later systems administration and cloud identity work.

KEY PROJECTS

Personal Portfolio — Designed, Built & Deployed on Azure

End-to-end build and deployment of a personal portfolio site: HTML/CSS/JS front-end, GitHub Actions CI/CD pipeline, Azure Static Web Apps resource provisioning, and custom domain/DNS/SSL configuration via Cloudflare. Hands-on experience with live Azure deployment and release automation outside a corporate environment. Live at saandil.com.

Windows Server 2022 Lab Environment

Self-directed home-lab using VMware and Windows Server 2022 to configure Active Directory, Group Policy Objects, and secure file sharing — directly supporting AZ-104 exam preparation and hybrid identity concepts used in Azure AD Connect scenarios.

EDUCATION

MBA (Executive) — Artificial Intelligence In progress · Expected 2027

Arden University, UK

BSc Computer Science — Applied Computing Completed

Wrexham University, UK

CERTIFICATIONS & TRAINING

- **Microsoft Certified: Azure Administrator Associate (AZ-104) — In Progress**
- Microsoft Certified: Azure Fundamentals — Microsoft
- Microsoft Certified: Security, Compliance & Identity Fundamentals — Microsoft
- Microsoft Azure Administrator (AZ-104 exam prep course) — Udemy
- Enable Hybrid Work with Microsoft Teams — Microsoft
- CCNA Training Course — Corvit Systems
- ITIL 4 Fundamentals — Essentials of IT Service Management — ITIL
- Introduction to Artificial Intelligence — Bimm University

Full verified transcript: learn.microsoft.com/users/sandalaltaf-0718