

O.V. ANAGHA

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Summary

Cloud Support Engineer with hands-on experience in Microsoft 365 Administration, Microsoft Intune Endpoint Management, and Google Workspace Administration. Skilled in identity and access management, Exchange Online, Teams, SharePoint, OneDrive, endpoint security, cloud migrations, and enterprise collaboration. Passionate about delivering secure, scalable cloud solutions while continuously enhancing operational efficiency and end-user experience.

Educational Details

Vimal Jyothi Engineering College, KTU 2020 – 2024
Bachelor of Technology – Computer Science Kannur, Kerala

Aggarwal Public School 2018 – 2020
CBSE Faridabad, Haryana

Experience

C4CLOUD (Aintree Tech Solutions Pvt Ltd) 2024 – Present
Bengaluru, Karnataka

Key Responsibilities

- Administer Microsoft 365 tenants including user provisioning, license assignment and MFA.
- Manage Exchange Online mailboxes, shared mailboxes, distribution lists, mail flow and email security.
- Provide L2 support for Outlook, Teams, SharePoint and OneDrive.
- Configure Microsoft Intune policies, endpoint security, BitLocker, FileVault and device compliance.
- Administer Google Workspace including Gmail, Drive, Meet, Calendar and Groups.
- Perform Microsoft 365 and Google Workspace migrations.
- Create SOPs, technical documentation and incident reports.

Cloud Intern (GTrusty Cloud Private Limited) 2024 (3 Months)
Faridabad, Haryana

Key Responsibilities

- Assisted in Google Workspace administration.
- Supported user provisioning, mailbox management and license administration.
- Assisted with cloud migration activities and Outlook troubleshooting.
- Prepared technical documentation and resolved customer support tickets.

Technical Skills

- **Cloud Platforms:** Microsoft 365, Google Workspace
- **Microsoft Technologies:** Exchange Online, Teams, SharePoint, OneDrive, Microsoft Intune
- **Identity & Security:** Microsoft Entra ID (Azure AD), MFA, Conditional Access, BitLocker, FileVault
- **Cloud Administration:** User Provisioning, Mail Flow, Endpoint Management, Device Compliance, Cloud Migration
- **Programming:** Python
- **Soft Skills:** Technical Support, Troubleshooting, Incident Management, Documentation

Tools: Microsoft 365 Admin Center, Exchange Admin Center, Microsoft Intune Admin Center, Google Admin Console

Project

Trackify – Late Comer Identification System (B.Tech Research Project)

- Developed an AI-powered latecomer identification system using Face Recognition, Raspberry Pi, and Python.
- Automated attendance and timestamp generation for accurate late-arrival tracking.
- Integrated the solution with a mobile application for real-time monitoring.
- Successfully deployed the solution in three educational institutions.

Certifications

- Microsoft 365 Certified: Fundamentals (MS-900)
- AWS SimuLearn: Generative AI Practitioner certification
- Google AI Essentials – Coursera
- Python Programming – IIT Bombay

Languages

- English
- Malayalam
- Hindi