



PRIYA RAMANATHAN

IT systems engineer with seven years across endpoint management, cloud migration, and identity. Cut a multi-site help desk backlog from two weeks to two days after standardizing Intune and SCCM. Comfortable across Azure, AWS, and hybrid Active Directory environments.



Raleigh, NC



(919) 555-0142



p.ramanathan@example.com



linkedin.com/in/priyaramanathan

KEY SKILLS

- Microsoft 365 & Exchange
- Online Intune, SCCM, Autopilot
- Azure AD / Entra ID, Conditional Access
- PowerShell, Bash
- Active Directory, Group Policy
- VMware vSphere, Hyper-V
- Always On VPN, Palo Alto firewalls
- Backup & DR (Veeam, Azure Site Recovery)
- ITIL change & incident management

PROFESSIONAL EXPERIENCE

SENIOR SYSTEMS ENGINEER | LINDEN & FORAY INSURANCE RALEIGH, NC | FEBRUARY 2021 – PRESENT

- Led migration of 1,840 user mailboxes from on-prem Exchange to Microsoft 365 with under four hours of cutover downtime per region.
- Rebuilt the patching pipeline in Intune, lifting first-pass compliance from the low 60s to around 94% in two quarters.
- Authored the conditional access baseline now used by three sister business units.
- Mentor two junior admins on PowerShell scripting and change-control etiquette.

IT SYSTEMS ADMINISTRATOR | CALDWELL PIERCE MANUFACTURING GREENSBORO, NC | JUNE 2018 – JANUARY 2021

- Stood up a hybrid AD environment across four plants, replacing a flat workgroup setup that had caused recurring outages.
- Cut ticket volume on printer and VPN issues by roughly 40% after rolling out a standard image and Always On VPN.
- Ran annual DR tabletop tests with plant managers and documented gaps for the CIO.
- Owned vendor relationship for the MSP handling after-hours coverage; saved about \$38,000 by renegotiating the SLA.

EDUCATION

- B.S. Information Technology
North Carolina State University | May 2018
- Microsoft Certified: Azure Administrator Associate (AZ-104), 2022
- CompTIA Security+, 2019