Shubham Chaudhary

Associate Engineer

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PROFILE

Skilled in Fiber Network Design, hands-on experience in planning, designing, and implementing robust fiber-optic communication systems. Proficient in utilizing industry-standard tools and methodologies for creating efficient network layouts, performing site surveys, and ensuring compliance with technical and regulatory standards. Strong communicator and team player with a proven track record of delivering scalable, cost-effective solutions that align with organizational goals.

Detail-oriented and technically proficient Office 365 Administrator with over 1 year of experience managing Microsoft 365. Skilled in Exchange Online, Azure AD, Teams, and SharePoint administration. Adept at troubleshooting, user support, and maintaining secure, efficient collaboration platforms. Passionate about continuous learning and contributing to strong IT infrastructure.

EXPERIENCE

- Executed end-to-end virtual network mapping from Exchange servers to endpoint users across the UK.
- Strategically architected network layouts for new site deployments to aid field engineering teams.
- Spearheaded nationwide transition from legacy copper lines to FTTP infrastructure.
- Oversaw post-migration performance and ensured seamless connectivity.
- Engineered network infrastructure and architecture in alignment with BT compliance standards.
- Directed operational workflows, reporting mechanisms, and task distribution across teams.
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- Ensured adherence to SLAs while managing escalated technical issues.
- Conducted root cause assessments and collaborated with L3 teams on incident RCA.
- Follows established SOPs for troubleshooting issues and incidents.
- Administered and governed Office 365 ecosystem—Exchange Online, Teams, SharePoint, and OneDrive.
- Provide all required analysis to the L3 team for creating RCA for major incidents regularly.
- Worked closely with SME and TL and assisted in handling the team.
- Orchestrated user lifecycle operations via Azure Active Directory and Microsoft 365 admin tools.
- Diagnosed and resolved enterprise-level service disruptions across collaboration platforms.
- Troubleshoot and resolve user-reported issues related to email delivery, Teams connectivity, and SharePoint access.
- Continuously monitored M365 service health to uphold high availability standards.
- Enforced compliance protocols including MFA, DLP, and secure mail flow configurations.

WORK DETAILS

British Telecom Pvt. Ltd.
Associate Engineer
Feb 2022 – August 2025

Process Change | Communications | People Management | Capability Building | Stakeholder Management | Training Needs Analysis

HDFC Bank Ltd.
2018 – 2019

Facilitation | Escalation | People Management | Communication | Problem-solving | Time management

CERTIFICATIONS & EDUCATION

- Proficient in managing and supporting **Microsoft Office 365** applications including Outlook, Word, Excel, PowerPoint, and OneDrive.
- Masters In Business Administration(MBA), IITTM Gwalior.
- Bachelor of Technology, KNGD Modi Engineering College Ghaziabad.
- Secondary and Higher Secondary Education (CBSE), St. Mary's Inter College, Etawah

TECHNICAL TOOLS & PLATFORMS

- General MS O365 Skills
- Exchange Online / Outlook
- Microsoft Teams
- SharePoint Online
- One Drive

SOFT SKILLS

- Project management basics
- Team management
- Problem-Solving and critical thinking
- Flexibility and adaptability
- Quick learner