

NAVEEN HIEMATH

IT Administrator | Microsoft 365 | Azure DevOps | Automation Specialist

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PROFESSIONAL SUMMARY

Results-driven IT Administrator with 2+ years of experience in Microsoft 365, Azure DevOps, Entra ID, and AWS WorkSpaces. Skilled in automation, cloud administration, and IT security, with proven success in streamlining onboarding, license management, and asset tracking. Strong in PowerShell, Power Automate, Intune, and SharePoint, delivering secure, scalable, and cost-efficient IT solutions. Recognized for creating thorough IT documentation, SOPs, and knowledge bases that ensure consistency and efficiency.

KEY SKILLS

- Microsoft 365 & Security: Exchange Online, Entra ID (Azure AD), SharePoint Online, Office 365 Admin, Intune, MFA, Conditional Access, RBAC
- DevOps & Cloud: Azure DevOps (VSTS), AWS WorkSpaces, EC2, S3 (basics), License & Project Administration
- Automation & Scripting: PowerShell, Power Automate, Python (basic)
- Data & Reporting: Power BI dashboards, Audit & Compliance Reporting
- Core IT: Windows Administration, Active Directory, Asset Management, IT Onboarding/Offboarding, Documentation & SOPs
- Knowledge management, enabling consistent processes and faster incident resolution.

EXPERIENCE

Jan 2025 - PRESENT - Aurigo Software Technologies (p) Ltd, Bengaluru.

IT Administrator

- Administer Azure DevOps (VSTS) portal: project creation, license management, user access, and security configuration, ensuring least-privilege compliance for 200+ users.
- Designed and implemented an automated employee onboarding workflow that provisions users, assigns licenses, updates asset inventory, adds them to DLs/Groups/Azure DevOps, and triggers automated emails/checklists – reducing manual effort by 70%.
- Managed Microsoft 365 & Entra ID: mailbox provisioning, license optimization, conditional access, MFA, and group administration.
- Automated application deployment and device compliance via Intune, improving endpoint security and standardization.
- Built Power BI reports for asset utilization and license tracking, enabling cost-optimization insights.
- Created comprehensive IT documentation including SOPs, runbooks, and knowledge bases to support smooth operations and knowledge transfer.
- Hands-on with AWS WorkSpaces: bundle creation, deployment, and automation for scalable VDI environments.

May 22, 2023 - Jan 1, 2025 - Aurigo Software Technologies (p) Ltd, Bengaluru.

Associate IT Administrator

- Monitored and remediated system vulnerabilities using Microsoft Defender, ensuring endpoint security and compliance.
- Automated software deployment and policy enforcement using Microsoft Intune, improving operational efficiency.
- Designed and managed SharePoint sites, integrating Power Automate flows for process automation.
- Developed PowerShell scripts for automated software installation, system administration, and task scheduling.
- Created and maintained knowledge bases, user manuals, audit documentation, and IT compliance reports.
- Performed Active Directory (AD) operations, including user management, group policies, and access control.
- Optimized Microsoft 365 license usage, reducing unused subscriptions by 15% annually.
- Streamlined employee IT onboarding & offboarding workflows, ensuring secure and compliant access management
- Resolved ITSM incidents and service requests within SLA using ZenDesk, ensuring 95% SLA compliance

Nov 2022 - May 2023 - Aurigo Software Technologies (p) Ltd, Bengaluru.

Intern - Enterprise IT

- Installation, Configuration and troubleshooting operating systems.
- Installation, Configuration and troubleshooting corporate applications.
- Assisted in asset inventory management, tracking hardware and software assets.
- Managed CCTV monitoring, backup, and basic network configuration.
- Handled attendance data maintenance and record-keeping for compliance and reporting.
- Audio-Visual conference setup for Zoom & Teams Rooms.

EDUCATION

Bachelor of Computer Applications

JSS STC BBA and BCA College, Banahatti, Bagalkote

2019- 2022 | Rani Channamma University

CGPA: 8.3

2016- 2018 | Karnataka State PU Board

BLDEA's Science College, Jamkhandi, Bagalkote

Languages

English, Kannada, Hindi

Planned Certifications

- Microsoft Azure Fundamentals (AZ-900)
- AWS Certified Cloud Practitioner
- AWS Solutions Architect Associate (SAA-C03)
- CompTIA A+

College group project

- Developed a web application to track and contact blood donor online.
- Technology used: HTML, CSS, JavaScript, PHP, MySQL
- IDE: VS Code, XAMPP

ADDITIONAL SKILLS

- Programming & Scripting: Python, Java, JavaScript, HTML, CSS, PowerShell
- APIs & Integrations: Microsoft Graph API, REST APIs
- Automation & AI: Power Automate, AI-driven workflows, process optimization
- Visualization & Documentation: Flowchart creation, process mapping, knowledge base documentation