

M Kumail Syed

Senior IT Project Analyst • Cloud, Modern Workplace & DevOps Infrastructure
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10+ Years

Enterprise IT Experience

MS-102 • MS-700
AZ-104 • PL-400

PROFESSIONAL SUMMARY

Results-driven Senior IT Project Analyst with 10+ years of experience architecting and delivering enterprise IT solutions across Microsoft 365, Azure, hybrid Active Directory, and containerized infrastructure environments. Deep expertise in modern endpoint management (Intune, Autopilot, Apple Business Manager), cloud migrations (BitTitan, SharePoint Online, OneDrive), Power Platform development, and container orchestration (Docker, Kubernetes, Ansible). Proven track record leading end-to-end digital transformation projects, from infrastructure modernization and identity migration to IaC-driven deployments, while translating complex technical requirements into scalable, secure business outcomes. Equally adept at working independently or driving cross-functional teams in fast-paced MSP and enterprise settings.

CORE COMPETENCIES

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|-------------------------------|---------------------------------|----------------------------------|
| ▶ Microsoft 365 & Azure Admin | ▶ Intune / Modern Endpoint Mgmt | ▶ Hybrid AD & Entra ID |
| ▶ BitTitan Cloud Migrations | ▶ Power Platform Development | ▶ SharePoint Online & Teams |
| ▶ VMware / Hyper-V / AVD | ▶ Palo Alto & Cisco Meraki | ▶ PowerShell & Automation |
| ▶ Docker & Kubernetes | ▶ Ansible (Config Management) | ▶ Containerized IaaS Deployments |

CERTIFICATIONS

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|------------------------------------|--------------------------------------|--|---|
| MS-102 M365 Admin Expert | MS-700 Teams Administrator | AZ-104 Azure Admin Associate | PL-400 Power Platform Developer |
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KEY PROJECTS & HIGHLIGHTS

Hybrid AD → Azure Migration

Led full on-premises AD to Entra ID migration for a mid-size client — Azure AD Connect sync, Conditional Access, MFA rollout, and SSPR — with zero production downtime.

File Server → SharePoint Online Migration

Planned and executed end-to-end file server consolidation to SharePoint Online using BitTitan, restructuring permissions, automating library sync, and enforcing retention policies post-migration.

Apple Business Manager + Intune Rollout

Architected zero-touch macOS/iOS enrollment via ABM + Intune, automating compliance profiles, app deployment, and conditional access policies across a multi-tenant client fleet.

Containerized IaaS & DevOps Deployment

Deployed and managed Docker + Kubernetes containerized workloads for internal tooling and client sandbox environments; used Ansible to enforce consistent baseline configs across server fleets.

PROFESSIONAL EXPERIENCE

Senior IT Project Analyst • Shing Digital

Oct 2024 – Present | Calgary, AB · Hybrid

- ▶ Manage and administer the Microsoft 365 ecosystem — Intune, M365 Admin Center, Exchange Online, and Teams — for multiple enterprise clients, ensuring uptime, security compliance, and licensing optimization.
- ▶ Lead end-to-end Apple Business Manager (ABM) integration with Intune, enabling zero-touch macOS/iOS enrollment and automated policy deployment across client device fleets.
- ▶ Design and enforce device compliance policies, conditional access rules, and configuration profiles via Microsoft Intune and Entra ID, standardizing security posture across all managed endpoints.
- ▶ Architect and maintain Azure Virtual Desktop (AVD) and Windows 365 environments, covering image management, user provisioning, and ongoing performance tuning.
- ▶ Lead on-premises Active Directory to cloud migration projects, implementing hybrid identity with Azure AD Connect and Entra ID, including MFA enforcement and Self-Service Password Reset (SSPR) rollout.
- ▶ Execute BitTitan migrations for OneDrive, SharePoint Online, and Exchange mailboxes, ensuring data integrity, minimal downtime, and clean permission mapping post-migration.
- ▶ Deliver file server and legacy SharePoint-to-SharePoint Online migrations, implementing modern governance, automated library sync, and retention/compliance policies.
- ▶ Design Power Automate flows to automate client workflows — approval routing, ticketing integrations, and scheduled reporting — reducing manual effort and improving response times.
- ▶ Maintain VMware ESXi and Hyper-V environments: VM provisioning, snapshot management, and host-level troubleshooting for production workloads.
- ▶ Administer Datto BCDR solutions; conduct scheduled backup validation and DR simulations to ensure RTO/RPO targets are consistently met.
- ▶ Deploy and manage containerized workloads using Docker and Kubernetes, supporting internal tooling and client sandbox environments as part of an IaaS-aligned infrastructure strategy.

IT Project Specialist & Power Platform Developer • Ezanias Ltd

Jul 2022 – Oct 2024 | Calgary, AB · Hybrid

- ▶ Served as lead architect for Microsoft Power Platform solutions — Canvas and Model-Driven Power Apps, Power Automate workflows, and Power BI dashboards — modernizing core business processes for clients across multiple industries.
- ▶ Administered Active Directory, Azure AD, Microsoft 365, and on-premises Exchange Server for multiple client tenants, managing full identity lifecycle, licensing, and security policies.
- ▶ Designed and deployed Microsoft Teams Phone System call flows, auto-attendants, and call queues for clients migrating from legacy PBX systems.
- ▶ Managed Cisco Meraki switching/wireless and Palo Alto firewall configurations, including VPN setup, VLAN segmentation, and perimeter security policy enforcement.
- ▶ Defined business requirements, created technical specifications, and delivered bespoke Power Platform solutions aligned to client operational objectives.
- ▶ Coordinated new client onboarding — liaised with outgoing IT providers, audited existing environments, and standardized infrastructure to reduce support overhead.
- ▶ Utilized Ansible for configuration management and automated provisioning across client server environments, reducing manual setup time and enforcing consistent baseline configurations.

IT Systems Specialist • Zystek Solutions

Jan 2021 – Jun 2022

- ▶ Managed network and system environments for SMB clients, delivering remote and on-site support, application deployments, and infrastructure maintenance.
- ▶ Developed Power Apps and Power Automate solutions; executed SharePoint-to-Dynamics 365 and Dataverse migrations for clients modernizing their data platforms.
- ▶ Coordinated vendor relationships for hardware procurement, software rollouts, and mobile application support for select clients.

Assistant Manager IT • UBL Insurers Limited

May 2017 – Dec 2020

- ▶ Led hardware and software support teams across multiple sites; oversaw OS deployments, patch management, DHCP/VLAN administration, and network monitoring for 300+ users.
- ▶ Administered Oracle and MS SQL databases and maintained VMware vSphere/vCenter environments, handling VM provisioning, backups, and performance management.
- ▶ Configured and managed ZYXEL IP telephony and IP PABX systems across the organization.

Assistant Manager, Systems Administration • United Bank Limited*Apr 2016 – Apr 2017*

- ▶ Administered Active Directory, patch management, and user accounts; maintained DR site and test lab, validating server backups and failover readiness across environments.

IT Executive • Augere (Pvt.) Ltd. – Qubee*Dec 2014 – Feb 2016*

- ▶ Provided application-level support and off-hours issue resolution; managed Oracle and MS SQL databases and led hardware/software support teams across all company sites.

Network Engineer & Technical Support • Interactive Media*Nov 2013 – Dec 2014*

- ▶ Delivered network and technical support, managed client websites, and produced multimedia and graphic content using Adobe Creative Suite for the development team.

TECHNICAL SKILLS

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| Endpoint Management | Microsoft Intune, Windows Autopilot, Apple Business Manager (ABM), SCCM, Workspace ONE, Datto RMM |
| Identity & Access | Microsoft Entra ID, Active Directory (2012–2025), Azure AD Connect, Okta, Hybrid AD, MFA, SSPR |
| Cloud & Migration | Microsoft 365, Azure, BitTitan, SharePoint Online, Exchange Online, OneDrive for Business, AVD, Windows 365 |
| Power Platform | Power Apps (Canvas & Model-Driven), Power Automate, Power BI, Dataverse |
| Virtualization | VMware vSphere/vCenter 8.x, Hyper-V, Azure Virtual Desktop, Windows 365/WVD |
| Networking | Cisco Meraki, Palo Alto Firewalls, VPN, VLAN, DHCP, DNS, TCP/IP |
| Scripting & IaC | PowerShell, CMD, Terraform, Ansible, Python (Django) |
| Containers & DevOps | Docker, Kubernetes, Docker Compose, containerized IaaS deployments |
| Backup & ITSM | Datto BCDR, ConnectWise, Kaseya Autotask, ManageEngine ServiceDesk |
| Collaboration | Microsoft Teams Phone System, SharePoint, Google Workspace, Slack, Jira, Confluence |

EDUCATION**Bachelor of Engineering – Computer Engineering***2009 – 2013*

Sir Syed University of Engineering and Technology