

# Shubham Kumbhar

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## PROFESSIONAL SUMMARY

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Entry-level IT Support / Service Desk Engineer with hands-on experience in Windows Server 2022, Active Directory, Microsoft Entra ID, and Microsoft 365. Skilled in GPO configuration, hybrid identity, incident troubleshooting, and ITIL-aligned ticketing via ServiceNow. Seeking an L1 IT Support role to deliver first-call resolution and grow in system administration.

## TECHNICAL SKILLS

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**Operating Systems:** Windows Server 2022, Windows 10/11, Ubuntu Linux

**Identity & Access:** Active Directory (AD DS, OU, GPO, ADC), Microsoft Entra ID (Azure AD), Entra Connect, Hybrid Identity, MFA, SSO, RBAC

**Microsoft 365 (Basic):** Microsoft 365 Admin Center, Exchange Online, Teams, SharePoint, OneDrive

**Networking & Support:** DNS, DHCP, TCP/IP, VPN, Remote Desktop (RDP), Network Troubleshooting, SLA management, ITIL fundamentals

**Ticketing & Scripting:** ServiceNow (Incident Management), Python, Incident & Request Management

## PROJECTS

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### Home Lab – Active Directory, Microsoft Entra ID & Hybrid Identity

2025 – Present

*Technologies: Windows Server 2022 · AD DS · DNS · DHCP · GPO · Entra Connect · Microsoft Entra ID · MFA · SSO*

- Deployed and administered Windows Server 2022 Domain Controller with Active Directory Domain Services (AD DS), DNS, and DHCP for a simulated 30+ user enterprise environment.
- Implemented and enforced 10+ Group Policy Objects (GPOs) across the lab — including account lockout policies, USB device restrictions, password complexity, and desktop standardization.
- Configured a redundant Additional Domain Controller (ADC) with automated failover, maintaining 99.9% uptime and ensuring zero single points of failure for domain authentication.
- Integrated on-premises Active Directory with Microsoft Entra ID via Entra Connect, establishing a hybrid identity management system with seamless SSO and MFA for all user accounts.
- Performed troubleshooting of login issues, account lockouts, DNS resolution failures, GPO application errors, and authentication flow breakdowns — simulating real-world L1/L2 support tickets.
- Managed user lifecycle operations: account creation, role-based group assignments, password resets, and deprovisioning across Active Directory and Microsoft 365 Admin Center.

## CERTIFICATIONS

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### Python Certification

2025

Udemy | [Certificate](#)

- Strengthened core Python fundamentals including data types, control structures, OOP, and functions through hands-on practice.

## EDUCATION

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### Master of Computer Applications (MCA)

2024 – 2026

JSPM's Jaywant Institute of Management Studies, Pune | CGPA: 7.79

### BBA (Computer Application)

2021 – 2024

Tuljaram Chaturchand College, Baramati | CGPA: 7.32

### Higher Secondary (12th) – Maharashtra State Board

2020 – 2021

Pune | 87.17%

## ADDITIONAL INFORMATION

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**Languages:** English, Hindi, Marathi

**Interests:** Technology exploration, hands-on lab practice, problem-solving, Cricket, Music, Running