

PULKIT ARORA

SENIOR SYSTEM ADMINISTRATOR (L3) · AZURE & ENDPOINT

 pulkitarora.782@gmail.com  +91 78884 64822  Zirakpur, Punjab - 140603

 linkedin.com/in/pulkit-arora-51612a156  creationsit.com



8+

YEARS EXPERIENCE



90-92%

KPI SCORECARD



0

CLIENT ESCALATIONS



3

COUNTRIES ON-SITE

PROFILE

Senior System Administrator (L3) and Escalation Engineer with **8+ years** across technical support and IT infrastructure, spanning managed service provider (MSP) and enterprise environments and international clients. Leads L2/L3 escalations end to end — owning root-cause resolution within SLA across Windows, Microsoft 365, networking, cloud, and infrastructure — while keeping communication clear with the client and every change properly documented.

Core strength in **Microsoft 365 and identity administration** — Exchange Online, SharePoint Online, Teams, OneDrive, Microsoft Entra ID, and Intune — together with Conditional Access, MFA, device enrolment, application deployment, and hybrid identity. This sits on deep infrastructure experience across Windows Server, Active Directory, Hyper-V, and Azure (VMs, AVD, VPN gateways, storage, and Azure Backup), plus endpoint security, networking, and backup/DR, with automation wherever it saves time — primarily in PowerShell and Python, and increasingly with AI-assisted workflows.

Runs service delivery through RMM and PSA platforms — NinjaOne, HaloPSA, ConnectWise, Kaseya, and Autotask — for monitoring, incident management, and clean ticket handling, with a track record of zero reported escalations, prioritising the client's business impact, careful verification, and testing every fix before closing. **Dual Microsoft Certified — Azure Administrator (AZ-104) and Microsoft 365 Endpoint Administrator (MD-102)** — with international on-site delivery in Singapore, Dubai, and the Netherlands.

EXPERIENCE

Alaric Ventures Pvt. Ltd. MSP

Mohali, India · On-Site | **Current role**

Nov 2025 - Present

Senior System Administrator (L3) / Escalation Engineer

- Lead L2/L3 escalations across multi-client MSP environments — Windows Server, AD, Hyper-V, Azure, Microsoft 365, networking, and endpoint security — driving root-cause resolution within SLA.
- Serve as Ticket Expeditor and shift escalation owner, covering L1/L2 responsibilities and triaging queues across all client tenants.
- Deploy and administer Veeam Backup & Replication (VCSP/Pulse licensing, protection groups, agent-based and Hyper-V jobs, Azure Blob repositories) and Azure infrastructure — VMs, AVD, VPN gateways, storage, and Azure Backup.
- Administer Microsoft 365, Exchange Online, Entra ID and hybrid identity, with device compliance via Intune, Rippling MDM, macOS, and Apple Business Manager.
- Secure client networks with FortiGate, SentinelOne, DNSFilter and Inky; manage patching/scripting via NinjaOne and ConnectWise RMM; own DNS, SSL and mail-flow (MX/SPF/DKIM/DMARC) plus hosting on cPanel, Plesk, IIS, and Azure App Services.
- Run service delivery through HaloPSA and ConnectWise PSA with zero reported escalations; mentor L1/L2 engineers and interns, lead onboarding, and build AI-assisted automation with Claude and the Anthropic API.

Vertex Infosoft Solutions Pvt. Ltd.

Mohali, India | **4 yrs 2 mos · progressed through 4 roles**

Jul 2021 - Sep 2025

System Administration · Core Responsibilities

Full tenure

- Built and maintained Windows Server 2012-2022 estates — installs, upgrades, migrations, patching, and performance tuning.
- Administered Active Directory, Group Policy (gpresult/RSOP), DNS and DHCP, including DC upgrades and replication fixes.
- Delivered Exchange and Microsoft 365 migrations — mailbox moves, hybrid setups, mail-flow, and SMTP/SPF/DKIM/DMARC configuration.
- Ran Azure and Entra ID administration with Azure AD Connect and led on-prem to Azure migrations (VMs, VNETs, VPN, NSGs, storage, Backup); automated maintenance with PowerShell/Python and monitored via WSUS, Splunk, Datto RMM, and Nagios.

Resolution Analyst

Mar 2025 - Sep 2025

- Led incident management, problem resolution and root-cause analysis for global maritime IT systems, sustaining high uptime.
- Partnered with DevOps, Product and Infrastructure teams on high-priority fixes, deployments, and stability improvements.
- Drove preventive-maintenance strategies and monitoring via Splunk, ServiceNow and Grafana; documented SOPs and knowledge base.



Team Lead — Technical Engineer

Dec 2023 - Mar 2025

- Led a cross-functional support team — performance management, training, delegation, and escalation handling.
- Oversaw upgrades, patch management and product integrations (ERP, PMS, SHEQ, Procurement) via Java and Swagger APIs.
- Ran client requirement-gathering — stakeholder interviews, scoping, and translating business goals into technical deliverables.
- Defined user stories, acceptance criteria and risk-based test scope; ensured SLA compliance and incident prioritisation.



Senior Technical Engineer

Dec 2022 - Dec 2023

- Acted as L2/L3 escalation point for critical incidents and mentored junior engineers.
- Coordinated release validation, regression testing, and UAT with Product and QA teams.
- Managed defect and change lifecycle — tracking, CAB submissions, and impact assessments; reduced MTTR through better tracking.



Technical Associate Engineer

Jul 2021 - Dec 2022

- Delivered Tier 1/2 support for enterprise marine software — PMS, SHEQ, Procurement, and vessel management systems.
- Troubleshoot software, network, and hardware issues for global clients, minimising vessel downtime.
- Supported shipboard IT and VSAT/satellite connectivity; completed on-site deployments and training in Singapore, Dubai, and the Netherlands.

<> KEY PROJECTS

AngelBot — Algorithmic Trading System

[trading.creationsit.com](#)

Multi-market paper-trading bot spanning India NSE (Angel One), US equities (Alpaca) and crypto (Binance) — full signal pipeline, risk controls, stop-loss and P/L timers, and a real-time web portal with live log streaming and API-key management; deployed as four Windows services via NSSM with SQL Server persistence.

Python • FastAPI • SQL Server • NSSM • IIS • Cloudflare • PowerShell

Exam Portal & Lockdown Browser — Anti-Cheat Testing Platform

Production end-to-end secure examination system for enterprise proctored testing — a web-based exam portal handling configurable per-exam pre-checks, tab-switch violation detection with a live approval workflow, session recordings and support chat logs, paired with a companion Electron lockdown browser that locks the candidate's machine into a kiosk, auto-terminates prohibited applications and processes, and self-updates in the field via a watchdog service that restores itself if tampered with.

Node.js • SQLite • Electron • electron-updater • REST APIs • Windows Services

MeshCentral — Self-Hosted RMM Portal

[remote.creationsit.com](#)

Fully self-hosted remote management and monitoring server (agent-based remote control, terminal, file transfer, device health) running on a Windows VM and securely tunnelled to the internet via Cloudflare — zero dependency on third-party RMM subscriptions.

MeshCentral • Node.js • Cloudflare Tunnel • Windows Server • IIS • SSL/TLS

VM Infrastructure — One-Click Deployment

PowerShell installer that provisions a fully working Windows VM from scratch in under 10 minutes — Python, SQL Server Express, Git, ODBC drivers, NSSM service wrappers, IIS reverse proxy and Cloudflare named-tunnel routing — idempotent and ready for bare-metal or Azure VM deployments.

PowerShell • NSSM • IIS • Cloudflare • SQL Server • Windows Server

AI-Assisted MSP Automation

AI-driven workflows built at Alaric Ventures with Claude and the Anthropic API — automating L1 ticket triage, generating client documentation and scripting repetitive endpoint tasks — integrated with HaloPSA and NinjaOne via REST APIs and orchestrated through n8n.

Claude API • Anthropic SDK • n8n • Python • HaloPSA API • NinjaOne API



CORE COMPETENCIES

CLOUD & INFRA

Microsoft Azure

Entra ID

Azure AD Connect

Windows Server

Active Directory

Hyper-V

VMware

Microsoft 365

Exchange

SECURITY & BACKUP

SentinelOne

FortiGate

DNSFilter

Veeam

Datto

Azure Backup

TOOLING & AUTOMATION

NinjaOne

HaloPSA

ConnectWise

PowerShell

Python

n8n

DEVELOPMENT & QA

HTML / CSS / JS

SQL

Postman

Selenium

JMeter

REST / Swagger

TOOLS & PLATFORMS

RMM, PSA & ITSM

NinjaOne, Datto RMM, ConnectWise RMM (Asio), Kaseya, Autotask, HaloPSA, ConnectWise PSA, ServiceNow, JIRA, TopDesk

SECURITY & MONITORING

SentinelOne, DNSFilter, Inky, FortiGate, Auvik, Zabbix, Splunk, Nagios, WSUS

CLOUD & INFRASTRUCTURE

Azure Portal, Entra ID, AVD, M365 Admin, Intune, Rippling MDM, Veeam B&R, VCSP Pulse, Azure Backup

PROGRAMMING & SCRIPTING

Python, C, C++, Java, PowerShell

WEB & DATABASE

HTML, CSS, JavaScript, WordPress, MS SQL Server, RESTful APIs, Swagger, VS Code, Git

TESTING & QA

Postman, Selenium, JMeter, Manual & Regression Testing, UAT Coordination

HOSTING, DNS & MAIL

Cloudflare, GoDaddy, Namecheap, cPanel, Plesk, IIS, CDN, MX/SPF/DKIM/DMARC, SSL

MARINE IT

PMS, SHEQ, Procurement Systems, VSAT/Satellite, Shipboard IT Systems

CERTIFICATIONS

AZ-104

Microsoft Certified: Azure Administrator Associate

Microsoft · Valid May 2026 – May 2027
Credential ID: 51E5678377003449

MD-102

Microsoft 365 Certified: Endpoint Administrator Associate

Microsoft · Valid Jun 2026 – Jun 2027
Credential ID: E87FB5925428C1BD

HPE

Networking Concepts with Security

Hewlett Packard Enterprise · Networking Credential

ALSO CERTIFIED

NinjaOne Automation Specialist · NinjaOne Certified Technician (MSP) · HaloPSA Foundations P1 & P2 · Claude 101 · AI Fluency · Claude Code

IN PROGRESS

AZ-500 Security Engineer · AZ-305 Solutions Architect · Microsoft Sentinel / SIEM · Docker & Kubernetes

EDUCATION

B.Tech — Computer Science

Sri Sukhmani Institute of Engineering & Technology, Dera Bassi

2016 – 2019

Diploma — Computer Science Engineering

Sri Sukhmani Institute, Dera Bassi

2013 – 2016

Matriculation (Class X) — CBSE Board

Manav Mangal School, Panchkula

2013

LANGUAGES

English · Hindi (Professional Working Proficiency)

AVAILABILITY

Open to relocation — India or overseas · Passport ready · On-site delivery: Singapore, Dubai, Netherlands