

# SANKALP SINHA

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## PROFESSIONAL SUMMARY

Results-driven **EUC/Cloud Infrastructure Specialist** with 5+ years of expertise in **Azure AD (Entra ID), Microsoft Intune, Microsoft 365, Power Automate, and AI chatbot development**. Microsoft Certified Administrator Expert with a proven track record of reducing manual workload by **84%** through intelligent automation and achieving **88% compliance across 20,000+ managed devices**. Delivered enterprise-scale cloud migrations and AI-powered solutions for global clients including **Seriti Coal PTY (South Africa)** and **MTN Group**. Recipient of **Outstanding Performance Awards (2023 & 2024)**.

## TECHNICAL SKILLS

**Identity & Access Management:** Azure AD (Entra ID), Active Directory, Azure AD Connect, MFA, Conditional Access, PIM, RBAC, SSO (SAML/OAuth), Sign-in Risk Policies

**Endpoint Management:** Microsoft Intune (MDM/MAM), SCCM, Windows Autopilot (Hybrid/Offline Domain Join), LAPS, BitLocker, Windows Hello for Business

**Microsoft 365:** Exchange Online, Teams, OneDrive, Microsoft Copilot

**Automation & AI:** PowerShell, Power Automate, Copilot Studio, AI Chatbot Development, ServiceNow Integration

**Integrations & Security:** FortiGate, Adobe SSO, Group Policy Management, , App Protection Policies, DNS

## PROFESSIONAL EXPERIENCE

### HCLTech

Lucknow, India

*Specialist – EUC & Cloud Infrastructure*

January 2026 – Present

- Spearheading enterprise-wide cloud strategy and EUC architecture decisions across global accounts including **Seriti Coal PTY (South Africa)** and **MTN Group**
- Driving adoption of **Microsoft Copilot** and AI-powered automation frameworks to accelerate IT service delivery at scale
- Leading cross-functional teams on Intune endpoint security hardening and Zero Trust implementation across 20,000+ devices
- Architecting scalable identity governance models with Entra ID PIM, Conditional Access, and RBAC for enterprise environments

### HCLTech

Lucknow, India

*Senior Analyst – EUC & Cloud Infrastructure*

October 2024 – December 2025

- Led migration of **30,000+ users** from on-premises AD to Azure AD (Entra ID), eliminating authentication
- Designed **AI-powered chatbots** using Copilot Studio and Power Automate, reducing manual IT workload by **84%**
- Automated user lifecycle management, license assignment, and device registration via Power Automate and PowerShell
- Implemented Conditional Access, MFA, Sign-in Risk Policies, and Zero Trust security posture across the enterprise
- Administered Intune Endpoint Security: LAPS (Entra ID), BitLocker, Windows Hello for Business; deployed Windows Autopilot zero-touch provisioning
- Integrated **FortiGate** and **Adobe** with Azure AD via SAML/OAuth;

### HCLTech

Lucknow, India

*Analyst – EUC & Identity Administration*

January 2022 – September 2024

- Managed hybrid AD and Azure AD environments for **30,000+ users**, ensuring 99.9% uptime
- Achieved **88% device compliance** across 20,000+ Intune-managed endpoints via policy enforcement and remediation
- Administered GPOs, OU architecture, login scripts, and full AD lifecycle management; executed SCCM patching, reducing deployment errors by **40%**
- Resolved complex M365 issues (Exchange, Teams, licensing); conducted access reviews and implemented RBAC models; authored SOPs and KB documentation

### HCLTech

Lucknow, India

*Intern – IT Infrastructure*

December 2020 – December 2021

- Supported AD user provisioning/deprovisioning, Intune device enrollment, and policy troubleshooting; documented incidents for knowledge base

## KEY ACHIEVEMENTS

- **Outstanding Performance & Quality of Work Awards** – HCLTech (2023 & 2024)
- Reduced manual IT workload by **84%** via AI chatbot and Power Automate; achieved **88% device compliance** across 20,000+ endpoints
- Completed Azure AD migration for **30,000+ users**; delivered cloud identity solutions for **Seriti Coal PTY** and **MTN Group**

## CERTIFICATIONS

- Microsoft 365 Certified: Administrator Expert
- Microsoft 365 Certified: Endpoint Administrator Associate
- Microsoft 365 Certified: Azure Administrator Associate
- Microsoft Certified: Identity and Access Administrator Associate
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure AI Fundamentals (AI-900)

## EDUCATION

Amity University, Noida

Bachelor of Computer Applications (BCA) – Computer Science

2024