

KRISHNA MISTRY

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PROFESSIONAL SUMMARY

IT Systems Administrator with 6+ years of experience providing L3 technical support and managing enterprise IT infrastructure, endpoints, networks, and cloud environments. Proven expertise in cloud migrations, infrastructure automation, endpoint management, identity and access management, and cybersecurity. Passionate about leveraging automation and AI to streamline IT operations, strengthen security, improve operational efficiency, and deliver scalable, business-focused technology solutions.

TECHNICAL SKILLS

Identity & Security: Microsoft Entra ID, Active Directory, Intune, Conditional Access, MFA, SSO, IAM, RBAC, PIM, MDM, Microsoft Defender.
Cloud & Infrastructure: Microsoft Azure, Amazon Web Services (AWS), GCP, Virtual Machines, Hybrid cloud, Terraform, Docker, Kubernetes.
Networking: Site-to-Site VPN, Firewalls, NSG, VNET, DNS, DHCP, TCP-IP, SSH, NAT, UniFi Switching, Splunk, Network Security, Kuma uptime.
ITSM & Support: Microsoft 365, ServiceNow, Jira, Zendesk, Okta, VSA X, N-able, ConnectWise, SOP, Knowledge Base, Patch management.
Automation, OS & AI: PowerShell, Git, JSON, Power Automate, Windows, Linux, macOS, iOS, Android, REST APIs, Microsoft Copilot Studio.

PROFESSIONAL EXPERIENCE

IT Systems Administrator - HD Mutual Insurance Company, Canada (Remote)

04/2024 – Present

- Serve as the sole IT Systems Administrator providing L3 technical support to 120+ users across Microsoft 365, Windows, macOS, Entra ID, Intune, ITSM platforms, and enterprise applications.
- Manage access management, application deployment, and user lifecycle processes using Entra ID, PowerShell, REST APIs, and Kaseya VSA X.
- Support employee onboarding and offboarding through account provisioning/deprovisioning, device configuration, and license administration; maintain IT hardware inventory records, ensuring accurate asset assignment and software entitlement tracking.
- Implemented Intune, Conditional Access, Zero Trust, MDM/MAM, RBAC, SSO, SSPR, and Entra PIM to modernize identity and endpoint security, increasing Defender Secure Score from 45% to 90%.
- Engineered AI-powered IT support automation using Microsoft Graph API, Power Automate, REST APIs, and Copilot Studio, enabling self-service workflows and reducing manual service desk effort.
- Administer Jira Cloud, managing projects, workflows, automations, and JPD implementation as the Continual Improvement Register (CIR).

Tier 2 IT Analyst - Fully Managed by TELUS Business, Canada (Hybrid)

09/2019 – 04/2024

- Promoted from Tier 1 to Tier 2 IT Analyst within one year based on technical performance; provided L2 technical support across Microsoft 365, ServiceNow, Cisco, Windows Server, networking, VPN, DNS/DHCP, Exchange Online, backups, and enterprise environments.
- Diagnosed and resolved complex hardware, software, network, and infrastructure incidents, performed root cause analysis, maintained SLA compliance, supported backup and recovery processes, and collaborated with cross-functional teams to ensure reliable IT service delivery.
- Supported and troubleshooted laptops, printers, networking equipment, and endpoint peripherals throughout their deployment and lifecycle.

KEY PROJECTS

Enterprise Identity, Endpoint & Infrastructure Migration- HD Mutual Insurance Company

- Designed and led the migration of 120+ Windows devices from on-premises Active Directory to a cloud-first Microsoft Entra ID and Microsoft Intune environment using Microsoft Entra Connect, identity synchronization, and endpoint management.
- Migrated devices from AD domain-joined to Microsoft Entra-joined, preserving user profiles and data with minimal downtime while implementing Conditional Access, Intune Compliance Policies, and Zero Trust security through corporate device enrollment restrictions.
- Modernized infrastructure by migrating on-prem printers to Microsoft Universal Print, moving file shares to cloud storage, provisioning Azure Virtual Machines, supporting LAN/WAN infrastructure including switches, firewalls, UniFi wireless, DNS/DHCP, and server room hardware.

Production-Ready AWS Infrastructure & DevOps Platform - Personal Project

- Designed and deployed a production-ready AWS cloud environment using Terraform (Infrastructure as Code), provisioning VPC, public/private subnets, Internet & NAT Gateways, IAM, EC2, Security Groups, and Amazon RDS.
- Administered Linux EC2 instances with system hardening, SSH configuration, Bash automation, and cloud security best practices.
- Containerized a web application using Docker and deployed it to Amazon EKS (Kubernetes) with Deployments, Services, Ingress, and Application Load Balancer for scalable, highly available workloads.
- Built an end-to-end CI/CD pipeline using GitHub Actions, Git, Docker, Terraform, and Kubernetes to automate infrastructure provisioning, application deployments, testing, and version-controlled releases.

EDUCATION

MS - Virtualization & Cloud Computing, Conestoga College, Waterloo, Canada | GPA: 3.8/4

04/2023 – 12/2023

Diploma- Computer Systems Technician - Networking, Mohawk College, Hamilton, Canada | GPA: 3.6/4

09/2019 – 04/2021

CERTIFICATIONS

- Microsoft Azure Administrator Associate (AZ-104)
- Microsoft Azure Fundamentals (AZ-900)
- ITIL v4 Foundation
- ServiceNow Certified System Administrator
- AWS Security- Fundamentals
- GCP Essentials