

KRISHNA SHRINIVAS ANDHE

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Professional Summary

Overseeing enterprise IT infrastructure and Microsoft 365 operations across multi-plant environments, supporting Head IT in ensuring network reliability, system optimization, and execution of digital transformation initiatives. Experienced in cloud platforms, automation, enterprise tools, and IT operations management.

Key Skills

- Microsoft 365 (Exchange Online, Teams, SharePoint)
- Azure Cloud & Identity
- Network & Security (Sophos Firewall, VLAN, VPN, Wi-Fi)
- PowerApps & Workflow Automation
- Active Directory (Blazam Web Console)
- Nextcloud (Document Management)
- HESK Helpdesk System
- Metabase (Analytics & Dashboards)
- MySQL / Database Management
- IT Operations & Team Leadership

Professional Experience

Systems Administrator | Mukwano Industries Uganda Ltd | Sep 2022 – Present

Summary: Oversees enterprise IT infrastructure and Microsoft 365 operations across multi-plant environments, supporting Head IT in executing digital transformation and ensuring stable IT operations.

- Manage enterprise IT infrastructure across multi-plant environment
- Lead a team of 5 members (3 IT Support, 2 SAP Support)
- Own Microsoft 365 ecosystem including governance and security
- Deploy and manage Nextcloud, HESK Helpdesk, and Metabase
- Drive PowerApps automation and workflow initiatives
- Provide infrastructure support for HRMS, SAP environment, and DMS
- Implemented enterprise Wi-Fi using Ruijie devices across plants
- Automated Microsoft 365 operations using PowerShell
- Supported Spine HRMS integration with Matrix biometric devices

Senior Team Lead – Office 365 | Shivaami Cloud Services | Jan 2017 – Aug 2022

Summary: Led global Office 365 deployment and support projects across India, UAE, and Africa while managing teams and delivering large-scale enterprise implementations.

- Delivered 250+ international and 500+ domestic projects
- Completed 20+ onsite deployments and training programs
- Managed L1-L3 support teams and escalations
- Handled Exchange Online, DNS (SPF, DKIM, DMARC) and tenant configurations
- Provided customer training and ensured adoption
- Managed Microsoft reseller operations and licensing

Earlier Experience

- Managed enterprise IT support, Active Directory, SCCM, Citrix, and helpdesk operations
- Handled ticketing systems, user support, asset management, and vendor coordination

Certifications

Cloud & Infrastructure:

- Microsoft Azure Fundamentals (AZ-900)
- AWS Certified Cloud Practitioner
- Google Cloud Digital Leader

Education

MBA – Information Technology, Sikkim Manipal University | 2012 – 2015

Bachelor of Computer Applications (BCA), TMV University, Pune | 2009 – 2012

Personal Details

- Nationality: Indian
- Current Location: Kampala, Uganda
- Languages: English, Hindi, Marathi, Telugu
- Willing to Relocate: Yes