

GAGANDEEP SINGH MAKKAR

ENTERPRISE AI & IT TRANSFORMATION / AI AUTOMATION / INFRASTRUCTURE & DIGITAL ENABLEMENT

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PROFILE SUMMARY

- Enterprise IT & AI Transformation Professional:** Achievement-driven professional with **over 18 years of experience** spanning Enterprise IT Operations, Systems Administration, Infrastructure, Identity & Access Management, Microsoft 365, Virtualization, AI Enablement, Automation, and Technical Consulting.
- Global IT Operations Contributor:** Currently associated with **Clinton Health Access Initiative (CHAI)**, supporting enterprise technology operations for **2,000+ users across 40+ countries** while contributing to AI adoption, automation, IAM, Microsoft 365 and infrastructure initiatives.
- AI & Enterprise Technology Specialist:** Skilled in **Claude Enterprise, Claude Cowork, Microsoft Copilot, MCP integrations, ChatGPT Enterprise, Okta, Entra ID, SAML, SCIM, VMware and Microsoft 365** to connect emerging AI capabilities with practical enterprise IT use cases.
- Identity Automation Driver:** Controlled account provisioning time by approximately **60%** through **SCIM automation with Microsoft Entra ID**, reducing dependence on manual onboarding and offboarding activities.
- Distinctive Technology–Training Combination:** Brought a rare blend of **Enterprise Infrastructure expertise, AI transformation exposure and 7+ years across technical training and consulting**, enabling technology adoption through practical enablement, structured knowledge transfer and user-focused implementation.



CORE COMPETENCIES

- Enterprise AI Transformation & Enablement
- AI Automation & Intelligent Workflows
- AI Platform Evaluation & Adoption
- IT Infrastructure & Systems Administration
- Identity & Access Management
- SSO & Identity Lifecycle Management
- IT Process Automation & Optimization
- Microsoft 365 & Enterprise IT Operations
- Cloud & Virtual Infrastructure Management
- Enterprise Technology Governance
- Global IT Service Delivery
- Technical Capability & Adoption Enablement



EDUCATION

- Master of Computer Applications (MCA) – Information Technology** | Guru Gobind Singh Indraprastha University | 2005–2008
- Bachelor of Computer Applications (BCA) – Information Technology** | Guru Gobind Singh Indraprastha University | 2002–2005



SOFT SKILLS

- Strategic Technology Thinking
- Transformation Mindset
- Cross-Functional Collaboration
- Stakeholder Management
- Change & Adoption Management



NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

Achievement Area	Impact / Contribution
Enterprise AI Enablement	Configured and enabled enterprise AI capabilities supporting 2,000 employees , contributing to broader adoption of AI-powered productivity and workflow solutions.
Identity & Provisioning Automation	Reduced account provisioning time by approximately 60% through SCIM and Microsoft Entra ID , minimizing manual intervention across identity lifecycle processes.
Global IT Operations	Supported technology operations for 2,000+ users across 40+ countries , spanning enterprise applications, identity, Microsoft 365 and infrastructure environments.
Enterprise AI Platform Evaluation	Configured ChatGPT Enterprise SSO through Okta and supported a ~50-user pilot , while evaluating Google Gemini as part of the organization's enterprise AI platform assessment.
Enterprise Technology Project Leadership	Serving as Project Lead for Box Enterprise Cloud Storage and Okta SSO initiatives, demonstrating ownership of critical enterprise technologies alongside core Systems Administration responsibilities.
IT Process Leadership	Providing process direction, SOP guidance and technical enablement to a 10-member Help Desk team , supporting operational consistency without formal direct-report responsibility.
Technical Training & Enablement	Built 7+ years of professional experience across technical training and consulting, delivering capability-building programs for enterprise and international audiences across India, USA, UK, Middle East and APAC.
Professional Recognition	Received the Power2NIITian Award from NIIT for outstanding performance as a Certified Technical Trainer.
Trainer Excellence	Earned the Iconic Trainer distinction at Koenig Solutions, a recognition reserved for top-performing Microsoft Certified Trainers.



CERTIFICATIONS

AI & Productivity

- AI Career Accelerator Program | be10x, in partnership with IIT Kharagpur alumni | Sep'26
- Certified AI Systems & Automation Specialist | be10x | Aug'26
- Career Readiness Using AI | be10x | Aug'26
- Certified in AI Strategy, Branding & Leadership | be10x | Aug'26
- Certified AI-Powered Data Analytics Specialist | be10x | Aug'26
- Capstone Project – AI System Design & Workflow Automation | be10x | Sep'26
- Next-Level AI Capabilities in Anthropic's Claude 3.5 | LinkedIn | Aug'25

Microsoft

- MCSE: Cloud Platform and Infrastructure | Microsoft | Sep'16
- MCSE: Productivity | Microsoft | Jan'16

- MCSA: Windows Server 2016 | Microsoft | Feb'17
- MS: Server Virtualization with Windows Server Hyper-V and System Center Specialist | Microsoft | Nov'14
- MCTS: Administering and Deploying System Center 2012 Configuration Manager | Microsoft | Mar'14

VMware & Cloud Storage

- VMware Certified Professional 6 – Desktop and Mobility (VCP6-DTM) | VMware | Aug'16
- VMware Certified Associate – Data Center Virtualization (VCA-DCV) | VMware | Jun'15
- Box Certified Professional (BCP) | Box | Oct'19

CompTIA

- CompTIA IT Operations Specialist – CIOS Stackable Certification | CompTIA | Jan'11
- CompTIA Network+ ce Certification | CompTIA | Jan'11
- CompTIA A+ ce Certification | CompTIA | Jan'11



WORK EXPERIENCE

Clinton Health Access Initiative, Inc. (CHAI) / CHAI India Private Limited (CIPL) | Delhi, India | Systems Administrator **Jul'15 – Present**

- Building **AI-driven IT automation** through Claude Cowork to reconcile HR data from iCIMS with Active Directory, generating recurring discrepancy reports and supporting account-cleanup workflows.
- Supporting **Microsoft 365 MCP** initiatives for Global IT by resolving Teams transcript-access requirements, assessing write/delete tool governance and conducting **Box MCP** testing.
- Leading **Box Enterprise Cloud Storage** as a project lead, supporting enterprise workflows, access requirements and platform-related initiatives across the organization.
- Leading **Okta SSO** initiatives as a project lead, overseeing authentication and access-related requirements across the enterprise application environment.
- Developing and refining **new-hire provisioning automation** covering Office 365 group assignment, password generation and duplicate-account handling, while documenting processes for operational transition.
- Applying **Claude Enterprise** across IT operations to accelerate documentation, streamline workflows and enhance end-user support activities.
- Evaluating enterprise AI platforms including **ChatGPT Enterprise** and **Google Gemini**, configuring ChatGPT Enterprise SSO through Okta and supporting a user pilot as part of CHAI's AI platform assessment.
- Managing **Okta SSO and identity lifecycle processes**, supporting SAML-based authentication across enterprise applications including Box, Microsoft 365 and Exchange.
- Automating identity provisioning and de-provisioning through **SCIM and Microsoft Entra ID**, reducing manual intervention across onboarding and off-boarding processes.
- Managing **Microsoft 365, Exchange, VMware ESXi and VDI** environments to maintain reliable technology services for globally distributed employees.
- Coordinating **KnowBe4 security awareness** initiatives, including phishing simulations and remediation activities, while administering **Mimecast** for email threat protection and mail-flow security.
- Guiding Help Desk operations through **process direction, SOP development and technical training**, providing lead-level support and operational enablement without formal direct-report responsibility.

Koenig Solutions Ltd. | New Delhi, India | IT Consultant / Microsoft Certified Trainer (Iconic Trainer) **Jan'11 – Jul'15**

- Consulted on **SCCM, Windows Server 2012 R2 and Microsoft OneDrive** for enterprise clients while developing structured curricula for server administration and cloud services.
- Delivered **technical training programs** for professionals from Infosys, Cognizant, Dell and HCL, as well as international delegates across Maldives, Oman, USA, UK and Dubai.
- Conducted **technical consulting and knowledge transfer engagements** covering enterprise infrastructure and Microsoft technologies.

HCL Infosystems Ltd. | New Delhi, India | Technical Consultant / Senior Technical Trainer **Jan'10 – Jan'11**

- Designed and delivered **corporate technical training** for the Indian Air Force, Indian Railways and college audiences.
- Developed **structured learning programs** that translated technical concepts into practical knowledge for professional and academic participants.

NIIT Limited | New Delhi, India | Certified Technical Trainer / Branch Systems Administrator **Jul'08 – Jan'10**

- Administered **branch servers and end-user systems** alongside technical training responsibilities, supporting local infrastructure and user requirements.
- Delivered **technical training** while managing branch-level systems administration and day-to-day technology operations.



TECHNICAL SKILLS

- **Enterprise AI & Automation:** Anthropic Claude, Claude Enterprise, Claude Cowork, Microsoft Copilot, ChatGPT Enterprise, Google Gemini, AI Agents, AI Workflow Automation, RAG, AI Ethics
- **MCP & AI Integrations:** Microsoft 365 MCP, Teams Transcript Access, **Box MCP**, MCP Tool Governance
- **IAM & SSO:** Okta, Microsoft Entra ID, Active Directory, Azure AD, SSO, SAML, SCIM, Identity Lifecycle Management
- **Microsoft Technologies:** Microsoft 365, Office 365, Exchange, Windows Server 2008 R2/2012/2016/2019, SCCM, System Center, DFS
- **Virtualization & VDI:** VMware ESXi, VMware VDI, Hyper-V, VDI
- **Cloud & Storage:** **Box Enterprise, Box Cloud Storage**, OneDrive, SharePoint, Cloud Storage
- **Cybersecurity & Email Security:** KnowBe4, Mimecast, Phishing Simulations, Security Awareness, Email Threat Filtering, Mail Flow Protection
- **IT Automation & Administration:** Account Provisioning, Identity Provisioning & Deprovisioning, Office 365 Group Assignment, Password Generation, Process Automation, SOP Development



PERSONAL DETAILS

Date of Birth: 28th October 1984 | **Languages Known:** English & Hindi | **Address:** Delhi - 110075