**SCCM Engineer**

**Bijay Khadka**

**Status: (Green card)**

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**SUMMARY**

* 8+ years of experience as an SCCM Engineer with an experience using SCCM (System Centre Configuration Manager) 2012 R2, System Center Endpoint Protection (SCEP), SCCM 2007, SCCM 2012(Application Deployment, SD and Patch management), Application Packaging and Windows Application Migration.
* Extensively worked on creating OSD deployment solution using SCCM and Microsoft Deployment toolkit (MDT) integrations and standalone MDT.
* Experience in creating OS images, Standard operating environment lite and heavy golden images based on requirements and hardening the image with security standards.
* Expertise in creating and maintaining Active directory Groups and Users.
* Good understanding of Conflict resolution methods like Application Isolation, using Merge Modules and using Conflict Manager.
* Experience in deploying Applications using SCCM by creating Packages, Programs, and Advertisements and targeting it to Collections.
* Experienced in working on Admin Studio, Install Shield for repacking application
* Configured and deployed applications, packages and task sequences using SCCM console and app deployment toolkits as needed.
* Created and maintained SCCM applications, packages, and updates for new and existing collections.
* Experience in managing VMware horizon for VDI (Virtual Desktop Infra) for Persistent and Instant clone devices
* Experience in Application virtualization using VMware published apps and App volumes
* Strong server, workstation, Active Directory, Group Policy, DNS, and network troubleshooting skills.
* Experience in upgrading and updating SCCM to supportable CB versions using the in-console upgrade and managing client agent upgrades.
* Experience in deploying Microsoft updates using WSUS and SCCM
* Experienced in SCCM Client installation, Patch management, Software distribution, Operating System and application deployment, hardware and software inventory using SCCM.
* Managed Microsoft Intune for application creation and deployment purposes
* Configured compliance and device policies using Microsoft Intune
* Packaged Win32Apps using Intune for Windows application deployment for Windows autopilot devices.
* Experience in Microsoft Azure cloud technologies , utilized resource groups, created VM resources, used blob storage and various other network resources in Azure cloud.
* Migrated Office 2010 environments to Office 2013, 2016.
* Created driver packages and Task sequenced them
* Good Hands-on experience in supporting the issues escalated by L1 and L2 teams.
* Good experience in creating packages and repacking various In-house and third-party vendor applications using InstallShield Admin Studio and Wise Package Studio.
* Good experience in writing custom actions using technologies like PowerShell Scripts, VBScript, Wise Script, and Win Batch.
* Demonstrated team leader who can work independently or in groups. Self-directed and who is self-motivated.
* Extensive hands-on experience in creating the client policies and anti-malware policies and creating the required exceptions for the antivirus scans as per the customer requirements.
* Experienced in Migrating Office 2016 environments to Office 365.
* Good knowledge in building reports using WQL and SQL languages. Customizing reports according to requirement.

**Technical Skills:**

Packaging Tools: Wise Package Studio 4.01/4.6/5.6/6.0/7.0, SMS Installer, InstallShield, AdminStudio.

Databases: SQL 2005/2008/2012 Queries

Operating Systems: Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, Windows Server 2012/2008R2/2008/2003

LAN/WAN Protocols: TCP-IP, DNS, DHCP, ETHERNET, IP-Sec VPN, NETBIOS

Server Applications: SCCM 2012, SCCM 2007, SMS 2003, SQL Server 2008 R2, SQL Server 2000, IIS, Windows SharePoint Services, MS-Exchange Server 2010, 2003, 2000, 5.5

Scripting: VBScript, windows Batch, Java Script, HTML, SQL, Power shell.

Desktop Applications: Office 365, MS-Office 2010, 2007, 2003, XP (Word, Excel, Power Point, Access), Antivirus, Encryption, Legal and Accounting Applications.

Virtualization Tools: SoftGrid, Microsoft App-V, Citrix, VMware Horizon

Cloud technologies: Azure, AWS

**Client: Lindt & Sprungli USA, Stratham, NH
July 2022 – Till now
Role: SCCM Consultant**

* Managed SCCM environment and implementing new sites and upgrades.
* Responsible for OSD deployment solution and OS upgrade solution using Task sequence and feature upgrades.
* Worked in Microsoft Intune in Imaging the windows devices & had troubleshoot the issues while imaging the devices.
* Had worked with the teams on Mobile Device Management for enrolling the devices along with troubleshooting the enrolment errors.
* Managed Microsoft Intune for application creation and deployment purposes
* Configured compliance and device policies using Microsoft Intune
* Packaged Win32Apps using Intune for Windows application deployment for Windows autopilot devices.
* Repackaged application using Admin studio for converting Exe to MSI and MISX formats
* Working on application compatibility /packaging for Windows 11
* Worked on the Service Now for any assigned tickets/Incidents assigned by the teams.
* Worked on Application packaging through Power Shell Application Toolkit & had deployed on pilot & production machines.
* Worked with the teams for any technical issues to be resolved which is out of my scope.
* Worked in upgrading the MECM 2012 to 2207 with the teams.
* Worked on monitoring SCCM Component status regularly for critical issues & troubleshooting using various log files.
* Created and managed OSD solution by capturing the Standard Golden image and deploying using SCCM and MDT.
* Automated deployments using Task sequence for OSD using zero touch and lite touch methods.
* Experience in managing VMware horizon for VDI (Virtual Desktop Infra) for Persistent and Instant clone devices
* Experience in Application virtualization using VMware published apps and App volumes
* Worked on WIFI Radius Configuration with the networking team by creating configuration Policies through the Intune Console.
* Worked with teams for adding devices in Pilot Ring for rollout then devices to get regular updates.

**Client: Atos Inc | Remote
June 2021 – June 2022
Role: SCCM/Patching Engineer**

* Worked on deployments through the Configuration Baseline by creating the configuration Items for Reg Key changes.
* Worked on Non-Prod and Production Vulnerability Remediation.
* Configured reporting server for customizing the reports
* Added and Configured application web catalog Service
* Pushed SCCM client to all end clients and debugged the failed workstations
* Conducted Client Health Checks for various devices.
* Worked with the teams for configuration of various deployments and checked the compliance status.
* Package applications and imported to Microsoft Intune using Win32App methods
* Worked on Windows Autopilot configurations and profiles
* Imported devices in to AutoPilot and assigned roles.
* Involved in moving devices to hybrid Azure AD
* Compiled various scripts to mitigate unexpected issues.
* Resolved high level issues when tickets were escalated to the top level.
* Wrote up company standards for package creation and SCCM reporting.
* Attended the meeting with the teams for configure the baselines for the deployments.
* Managed VDI environment using VMware Horizon
* Created updated and maintained standard operating procedure and knowledge Base documentation for software deployments and patching.
* Utilized BigFix Console to create and push software packages.
* Performed Windows 7 to Windows 10 migration using the SCCM Console.
* Supported newly migrated 7000 users on Windows 10.
* General monitoring of site health via SSRS, log files, and the SCCM console.
* Created and added users to User groups in SCCM.
* Created Applications, Packages, Deployment Types in SCCM.
* Troubleshooting the errors on the deployments while working with the team.
* Attended the daily standup meeting to update the current task to the teams and worked with team if there were any issues.
* Creating collections in System Center Configuration Manager for various Software Update Group (SUG) Deployments.
* Created packages, Programs and the distributed the content to Distribution points and deployed to User and Device Collections in SCCM.
* Created Customized reports for deployment status for Applications and Software updates in SCCM 2016.
* Utilized BigFix Console to create and push software packages.
* Performed Windows 7 to Windows 10 migration using the SCCM Console.
* Supported newly migrated 7000 users on Windows 10.
* Responsible for patch compliance on workstations using tools such as SCCM and WSUS.
* Captured OS images using DISM and ADK tools to create SOE image and golden image used for deployment.
* Windows 7 and Windows 10 Package Creation and Deployment using SCCM
* Create the System Management Container and delegated the permissions
* Extended the Active Directory schema for Configuration Manager.

**Client: Breakthrough fuel, Green Bay, WI
November 2018 – June 2021
Role: SCCM Engineer**

* Creating collections in System Center Configuration Manager for application deployments.
* Trained operational team to perform day-to-day SCCM tasks such as security update deployments.
* Troubleshoot various issues related to the OSD and manage enterprise images and packages.
* Attending the daily status meetings to check the Compliance status of various deployments
* Provided Tier 3 support for issues in relation to all aspects of SCCM infrastructure including proper escalation, communication, and management of production system problems.
* Creating scripting solutions within PowerShell for various administrative needs.
* Providing support for L2 issue escalations/tickets.
* Create application packages for Windows 10 machines.
* Designed, installed, and configured Win servers in Enterprise Environment.
* Created, updated, and deleted SCCM collections based on requirements.
* Created custom scripts using PowerShell and Vb Script.
* Packaging and deploying the 3rd party applications based on requirements.
* Expertise in supporting and implementation of mobile device management to multiple health care departments using multiple solutions such as Air watch, Intune, Soti, AWS and JAMF.
* Create Virtual images for Servers and VDI computers. Managed quarterly patching for these devices.
* Work with Microsoft Endpoint Manager Admin Center to enroll, manage and configure devices for Windows OS, Android OS, iOS, and Mac OS.
* Primary responsibilities included patch management, application/package distribution, operating system deployment (OSD) and security compliance.
* Created OSD deployment using SCCM integrated with MDT.
* Repaired/Installed SCOM agent and put servers on maintenance mode.
* Created, updated, and maintained Standard Operating Procedure and knowledge base documentation for software deployment, imaging and patching.

**Client: Geico Insurance, Chevy Chase, MD.
January 2016– October 2018
Role: System Administrator**

* Developed scripts for the package installation using Auto IT, Windows Scripting and PowerShell.
* Part of pilot migration project to upgrade 100,000+ workstations from Windows 7 and earlier to Windows 10.
* Tested the application on client machine using APP-V in Admin Studio.
* Experience Using SCCM CB to deploy the Packages both the Windows Installer Package and Virtual Package.
* Managed test environment for SCCM patch deployment management and troubleshooting.
* Designed stand alone MDT deployment solution for specific business unit for addressing deployment needs. Experience in capturing images using ADK, DISM.
* Upgraded 100,000+ workstations from Office 2013 to Office 2016 using Silent deployments.
* Deployed software through SCCM to end user systems.
* Created software Task Sequence using SCCM.
* SMS/SCCM engineering, configuration, and maintenance for the global enterprise, about 95,000 nodes.
* "Knowledge Transfer" to Team Members.
* Installed SQL server 2012 for SCCM Database configuration.
* Created Software Groups in SCCM 2012 for Specific Products, Classifications for Windows 7 and Scheduled deployments.
* Monitored SCCM Component status regularly for critical issues.
* Pushed SCCM 2012 client to all end clients and debugged the failed PC’s.
* Installed OS, patches, and security policies through SMS/ SCCM 2012 Admin Tools.
* Created applications and deployed to user based, device-based collections.
* Deployed Software Updates in SCCM based on the needs, timelines, and processes of the client.
* Available to answer related SCCM questions and concerns.

**Client: Alcon, Fort Worth, TX
January 2013 - January 2016
SCCM ENGINEER**

* Developed scripts for the package installation using Auto IT, Windows Scripting and PowerShell.
* Developed scripts and command line for App Clarity from 1E to reclaim licenses and software from client desktops.
* Worked with diverse population of clients from more than 70 countries and developed tailored packages according to regions.
* Restricted packages to users based on the user regions and grouped them accordingly.
* Worked On dynamic suite composition for creating middleware secondary packages.
* Created dynamic and static collections in SCCM 2012 and SCCM CB as well as advertisements and Task sequences.
* Used ODT to configure office deployments.
* Part of pilot migration project from SCCM 2012 to SCCM CB.
* Created Driver packages and Task sequenced them.
* Relocated Software Applications and Packages to a new server and update SCCM.
* Provided guidance to a client relating to SCCM and Intune integration.
* Created Virtual Packages in the App-V 4.6 and 5.1 environment and published them in Citrix in their respective environments.
* Hosted remote training sessions to demonstrate and teach new features and best practices to client.
* Created package place holders in 1E Shopping portal after publishing the package in SCCM for users to access.
* Performed SCCM client Remediation and scripted programs necessary to solve the issues and for others to use.
* Upgraded SCCM CB environment from 1610 to 1702 and 1702 to 1710.
* Tested 1802 in the SCCM DEV environment.
* Developed process to patch and support clients using Software Updates Management in SCCM.
* Evaluated existing SCCM environment, proposing enhancements by means of a project plan.
* Deploy Software Updates in SCCM based on the needs, timelines, and processes of the client.
* Designed hardware standard for all SCCM servers across the company.
* Worked on SCCM 2012 and SCCM 2016 to deploy the Packages.
* Upgraded SAP GUI on 55,000 workstations from 7.4 SP4 to 7.4 SP12 and then to 7.5 SP3 through silent deployments and advertisements on 1E Shopping.