**Drakshayani Medara**

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**Objective:**

To be a part of a well-established and progressive organization that provides a platform for the application and utilization of my analytical and technical skills.

**Profile Summary:**

 IT Professional with 7.5+ years’ experience in SCCM /Windows 2008/2012/2016/2019 servers / Active Directory /VMware 6.5, 6.7 and 7.0 /Intune for Workstation Management.

 Currently working at Teva Pharmaceuticals as a Computer System Admin 2.

 Excellence in developing optimal knowledge in SCCM, Vmware and Windows, AD

 Excellent customer service skills and effective learning skills

**Work Experience:**

* HCL Technologies Ltd : Feb 2016 - Aug 2021
* Teva Pharmaceuticals : Oct 2021 - Sep 2023

**HCL Technologies Ltd (Senior Executive Operations )**

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| **Project Summary:** |

**Environment :**FDO Factory-place desktop operations System center configuration manager (SCCM).

**Responsibilities: -** Working in a Shared environment with 4+ clients and holding different endpoint tools like SCCM, AirWatch, Tanium Etc.

* Perform Software distribution and ensure successful deployment to end assets.
* Handling SCCM Client installations & un-installations and troubleshooting various issues on SCCM Client,
* Troubleshoot OSD Task Sequence errors with SCCM.
* Experience in Application Deployment Techniques such as SCCM and Intune.
* Patch management using Windows Server Update Services (WSUS) and SUP.
* Responsible for Vulnerability patching and security enhancements.
* Perform Software distribution and ensure successful deployment to end assets.
* Setting up new packages along with creating collections and advertisements.
* Monitor and troubleshoot DP’s Package not installing and make sure the package available on all the DP’s.
* Performing WMI repair, Reinstallation of clients.
* Managing Microsoft Intune for android, ios and windows 10 users.
* Sequencing applications with APPV.
* Application migration, server migration, Managed and administered Intune, SCCM.
* working on Tanium Console to check the Patch status and force push patches from Tanium
* Working on ITSM ticketing Tools Service-Now

**Teva Pharmaceuticals (Computer System Admin 2)**

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| **Project Summary:** |

Teva is inhouse manegemnt Organization in providing 24\*7 L1/L2 and L3 Support on SCCM, Intune, Active Directory, Enterprise Technology Solutions, Printer Support, Customer Support and various other technologies.

* Handling SCCM Client installations & uninstallations and troubleshooting various issues on SCCM Client.
* Working on Air-watch as a L2 administrator for multiple clients.
* handling day to day tickets on different application deployments from SCCM
* Perform Software distribution and ensure successful deployment to end assets.
* Setting up new packages along with creating collections and advertisements.
* Monitor and troubleshoot on DP’s Package not installing issues and make sure the package available on all the DP’s.
* Performing WMI repair, Reinstallation of clients.
* Fixing operational issues and performing Transfer / Installation / Uninstallation of applications.
* Patch management using Windows Server Update Services (WSUS) and SUP.
* Handling Task Sequence, OSD and PXE issues and upgrading OSD images.
* Troubleshooting mobile configuration issues and handing Intune issues. Software Distribution and Deployment/Delivery and Patch Management for Windows based Servers and Workstations.
* Intune Mobile Device Management, Azure Cloud services management.
* Qualys Guard Vulnerability Management.
* Deployed authorized security and critical updates to various operating systems by creating the deployments.
* Created reports in line with customer requirements using SQL.
* Good Experience in VB Scripting, Windows Scripting and PowerShell Scripting
* Created Knowledge Base Articles and published over ServiceNow.
* Was part of Windows 7 to Windows 10 Migration Project.
* Experience in working End-User Computing environment.
* Used User State Migration Tool, MDT, DISM and other Migration tools.
* Assisted users with In-Place Upgrade and created custom windows 10 image with required applications and injected respective Drivers to the Task-Sequence for latest laptop models.
* Participating in Project migration and collaborating with Project onboarding teams.
* Creating OSD and Modifying as per needs and business requirement
* Plan End user Coordination, Communication and Tracking
* Ensure user is migrated as per schedule and within planned timelines
* Worked on POC for Microsoft Intune, Windows Autopilot. MSIX – Application Modernization, SCCM, Win 10 Migration creations.
* Driver Management for all windows client's hardware supported platforms
* performing UAT for application deployment
* Migration of Office 365 Client side to latest versions

**Functional and Interpersonal Expertise:**

* Overall IT experience is 7+ Years in **System center configuration manager**(SCCM)
* Assisted in performing conceptual analysis to proactively develop innovative solutions to meet customer needs.
* Work with a team to design, develop, implement, and maintain high-quality technical solutions.
* Strong technical and analytical skills to generate innovative ideas to resolve application problems.
* Fast learner and a good team member having an analytical bent of mind and positive attitude.
* Possess creative thinking and good written and verbal professional communication skills

**Key Technical Skills:**

* Good knowledge and hands on experience on “**System center configuration manager”** (SCCM).
* Basic knowledge upon GPO, Windows.
* Good knowledge on Report modules like Performance Analytics, Explore Analytics and Custom Reports
* Good debugging skills in issue identification and fixing.
* Good Knowledge on Transformations, Update Sets and System Clone

**EDUCATION**

* Bachelor of Computer Applications (BCA)

Rabindranath Tagore University.

**Declaration:**

I, Drakshayani Medara hereby declare that the above-mentioned particulars are true to the best of my knowledge and belief.

**Date:**

**Place:** Bangalore (**Drakshayani Medara)**