



SUMMARY

7 years of total experience in IT infrastructure management in Mobile device management. Self-motivated, learner, adaptable and focused on the mission to meet organization vision.



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Bangalore, India



EXPERIENCE

Mobility Consultant

(Feb 2019 - Present)

Atos India Private Limited

Bangalore, India

- Provide L2/L3 support **Workspace ONE** clients in **MDM, MAM** and **MEM**.
- Keep track of **Certificates** (APNS, Provisioning profile) and renew them on time.
- Deploy the app** as per client requirement like Public/Internal and VPP applications.
- Raising **Change tickets** as per the implementation/change requirement.
- Handling escalated incidents from Service Desk and resolve them **within SLA**.
- Raise concern with the **vendors** (VMWare) in case the issues are beyond our scope and needs to be addressed by the developer Mac device troubleshooting through Workspace ONE
- Window10 and MAC** device support through **Workspace One** support
- Prepare **KB articles** for client as per their requirement. Giving basic Training to L1 on Device Handling and Administration

Mobility Admin

(Aug 2017-Jan 2019)

DXC Technology

Bangalore, India

- Working as a Mobility Admin for **AirWatch** and **Microsoft Intune**.
- Provide L2 support for AirWatch/ Workspace ONE clients in MDM, MAM and MEM.
- Provide L2 support for Intune clients in MEM and MDM.
- Handling **escalated incidents from L1 and resolve** them within SLA.
- Reach out to the users via mail, call or chat to make sure that their issues are addressed and resolved within the SLA.
- Reach out to the app owners to resolve the in-app issues of the managed apps

Technical Support Engineer

(Jan 2015-July 2017)

IBM

Bangalore, India

- Installation, Configuration and Management of Mobility Solutions.
- Handle escalations & critical issues relating to MDM environment.
- MDM Client installation in various Device platforms like iOS, Android, Windows Phone.
- Responsible for creating new policies/profiles which meet customer requirements.



EDUCATION

BE : Electronics & Communications

(2010-2014)

Visvesvaraya Technological University

Score : 69 %

Class 12 : Science

(2010-2014)

Jawahar Navodaya Vidyalaya

Score : 85 %



CERTIFICATION

- ITIL Foundations V3
- MobileIron Design & Deployment
- VMware VSP mobility 2016



SKILLS

- AirWatch
- Microsoft Intune
- Windows 10
- MAC Support
- Microsoft Azure
- PowerShell



LANGUAGES

- English
- Kannada
- Hindi



INTERESTS

- Reading
- Swimming
- Gardening