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**Govindaraj V**

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**Objective:**

Having around 10+ Years of experience and highly motivated, organized and technically competent, with board ranging experience in Windows Technology specially System Center suite. Good at grasping new concepts and adapts well to changing environments. Flexible committed individual with excellent people management, communication and troubleshooting Skills.

**Summery:**

* Having 10+ years of overall IT experience in software industry and having expertise skill in SCCM and Intune
* Experience in Configuration & implementation of **SCCM CB** & **Microsoft Endpoint Manager (Intune)**
* Strong Trouble Shooting and problem-solving skills.
* Excellent communication skills, confident and poised in interactions with individuals
* Knowledge and Experience of Azure AD.
* Knowledge and Experience of Configure CO-MGT (Intune) and CMG on SCCM CB.
* Knowledge and Experience of Autopilot & Intune.

**Professional Experience:**

* Working as a **Systems Engineer I (SCCM & MEM)** –Tesco from period of May 2018 to Till Now
* Working as a **Specialist (SCCM)** – HCL Technologiesfrom period of December 2016 to May 2018
* Worked as a **System Engineer (SCCM)-**Tesco Bangalorefrom Sep 2015 to July 2016
* Worked as a **SCCM Administrator** for Helios and Matheson Information Technology Ltdfrom May 2014-March 2015
* Worked as a **Associate** **Engineer** (SCCM Implementation Team) - HCL Info systems Ltdfrom Jan 2013 to May 2014

**Technical Skills & Knowledge:**

Operating Systems : Windows Server2008R2/2012R2/2016,2019

Windows 7/8/10

Deployment Tools  **:** SCCM 2007SP2/2012R2and SCCM CB Versions

Monitoring Tools : SCOM 2007, SCOM 2016, SCOM 2019

Modern Management : Azure AD/ Autopilot (Intune)

**MECM Roles and Responsibilities:**

* Deploying Packages, applications, and Software Updates to Clients by using SCCM 2012 R2 and SCCM 2203 CB Versions
* Monitoring the health state of all SCCM Servers & services and ensure all required components up and running.
* Experienced on co-management (Intune + SCCM / MECM) as part of modern device management transformation.
* Monitoring the health state of Cloud Management gateway and Connection Point.
* Troubleshooting SCCM client installations.
* Designing and implementing SCCM CB Primary Sites and Secondary sites in the hierarchy.

Troubleshooting SCCM client installations.

* Troubleshooting Patching issues on client machines.
* Configuring Site boundaries and Distribution points in the hierarchy.
* Maintain SCCM roles like Management Point, Server locator Point, Distribution Point, PXE
* Service Point, State Migration Point and WSUS etc.
* Trouble shooting MP, DP &amp; WSUS and WMI related issues and its configurations
* Collecting Hardware &amp; Software Inventory as per req
* Package movement from UAT to PROD
* Troubleshooting Package distribution issues to the DPs.
* Managing OS Windows 10 deployment through SCCM 2203
* Experience in Image task sequence creation using SCCM and MDT
* Experience in windows 10 operating system and upgrade cycle
* Good experience in Client Remediation on servers and desktops
* Managing incidents and Changes as per the assignment.
* Maintaining SLAs and Handling Critical Issues and Troubleshooting for Incidents
* Good Knowledge and working on Service Now, Zen desk and JIRA ticketing tools.

**Intune Roles & responsibilities:**

* Modern management of Windows 10 using Windows Autopilot.
* Responsible for configuring and manage App Protection Policy and Configuration Policy.
* Responsible for management of Windows Business Store, LOB application and Win32 Application.
* Real time troubleshooting related to SCCM/Intune MDM issues.
* Utilizing PowerShell Script for automating various tasks for Intune.
* Application packaging using Win32 Content Prep tool, WCD, WinRAR, I Express, Visual Studio, etc.
* Co-ordinate with IT support team for real time troubleshooting
* Responsible for creation, testing and Implementation of Various conditional access policy.
* Creating App protection policy for Win 10 devices.
* Creating Applications for Win 10 devices via Microsoft Endpoint Manager (MEM) Console.
* Implemented Windows Autopilot for pre-provisioned deployment over production.
* Creating device & user-based policies via config. profile like administrative template, OMA-URI.
* Utilizing PowerShell scripts to achieve end user requirements.
* Support and troubleshoot technical issues related to Intune.
* Migrated Intune Legacy to Microsoft Intune (Modern portal).
* Migrating from Legacy Intune to Modern Intune (Modern Device Management).
* Managing 7000+ win 10 devices using MEM Console.
* Bit-locker management using Intune.
* Experienced of developing Autopilot Windows 10 ESP creation & maintaining.
* Experienced of Creating Proactive Remediation scripts for MDM for fix the issue through Automate.
* Experienced of creating Windows Updates rings for Patching Security updates for Autopilot Devices.
* Maintaining End Point Analytics from Intune for proactive remediation.
* Maintaining and Re-configuring for Configuration Profiles based requirement.
* Maintaining and supporting existing legacy environment and solutions throughout the migration.
* Experience of implementing Microsoft Intune/Autopilot environment including device enrolment, implementing, and configuring auto provisioning scenarios, configuring profiles, managing device access and compliance, application management, managing security etc
* Managing endpoint profiles throughout the enterprise from design to deployment and steady state.
* Providing health and performance insights as well as trend analysis using Azure monitoring, endpoint analytics etc.
* Identifying system problems and developing innovative solutions to improve processing efficiency and stability.
* Experienced on co-management (Intune + SCCM / MECM) as part of MDM transformation.
* Management in administering and configuring mobile devices for enterprise users via Office 365, Intune Standalone, Hybrid (SCCM integration with Intune), and Azure AD environments.
* Provide support to clients in administering deployment of policies (Configuration and compliance) to company owned/user owned windows devices.
* Scope client’s issue by collecting relevant facts: investigating the problem by doing self - research and by involving other teams as need.
* Ensure that each support request is handled per service Level Agreement and to the highest possible customer satisfaction by setting the right expectations and fulfilling my commitments
* Analyze, develop and communicate key Onboarding Process and technology improvement feedback for web - based computing system Onboarding and entire deployment cycle of migrating to windows 10 utilizing Azure Portal with focus on Intune & Security.

**Job profile:**

* Providing to excellent L3 tech support for desktops and laptops issue’s
* Resolving P1 to P4 level of tickets within SLA
* Sending Daily SCCM health check report
* Participating and handling in Disaster recovery activities
* Handling active issues on priority
* Based on Priority and impact analyze resolving the tickets
* Creating and designing documents for troubleshooting the issues
* Finding the root cause of the issues & Creating RCA and standard documents
* Raising Incident, Task, and Changes as per the requirement.
* Attending Team, Problem and Change Meetings on regular basis.
* Proficiency with automation via PowerShell or equivalent software development skills and experience using source code tools to store code, scripts, and configurations (e.g., Git, GitHub, etc.)
* Experienced and managing small projects and leading initiatives with minimal direction throughout the project lifecycle.

**Educational Qualifications:**

* Graduation in BE-ECE From Sapthagiri College of Engineering, Dharmapuri (Anna University) Tamil Nadu, April 2012-76%
* Diploma in ECE from Pandiyan Polytechnic College Tirupattur Tamil Nadu April 2009-76%
* SSLC from Government High School Tirupattur April 2006-64%

**Professional Certifications:**

* Cisco Certified Network Associate (CSCO12295137)

**Personal Details:**

Name : Govindaraj V

Date of Birth : 17-07-1990

Linguistic Excellence: English, Tamil, Telugu & Kannada.

Nationality : Indian

Permanent address : Thimmanamuthur, Tirupattur, Vellore, Tamil Nadu-635653

Current-Address : #47, 10th Cross, Maruthi Nager, Madiwala, Bangalore-68

**Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge.

Place: Bangalore Signature

Date: Govindaraj V