# Singala

# Principal Infrastr Eng

# Mphasis Limited

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# Career Objective:

To be a member of an organization which provides challenging opportunities, high growth path, and ample learning.

# Professional Snapshot:

Competent and dynamic IT professional, with rich experience of 5 years in SCCM/Microsoft Endpoint Configuration Manager, Microsoft Intune, Windows Autopilot. I have in-depth understanding and hand-on in Administration, troubleshooting and Application packaging.

# Experience Summary

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| **Organization** | Mphasis Limited | **SBU** | **Digital Workplace** |
| **Practice** | **07 Feb 2023 – Till date** | **Designation** | Principal Infrastr Eng |

## Projects handled in HCL Ltd. Client : JPMORGAN

**Role : SCCM/MECM Administrator**

## Period : 07-FEB-2023 - Till Present Roles & responsibilities:

* Patch deployment to around 47000+ desktops\laptops globally using SCCM/MECM on

Monthly basis.

* Implemented and maintained patch environment using ADR's and maintenance windows.
* Manage O365 installations via SCCM/MECM and monthly updates for O365 in environment using SCCM/MECM.
* Created collections, packages, applications to remotely install software applications, manage Microsoft Updates and perform Operating System Deployments via SCCM/MECM (PXE).
* Daily administration/troubleshooting of a multi-level SCCM/MECM hierarchy.
* Performing modern management of Windows 10 using Windows Autopilot.
* Handling Incidents, Requests and Changes for SCCM/MECM related issues.
* Perform Software distribution and ensure successful deployment to end assets.
* Troubleshooting client connectivity, WMI issues and package installation issues by analysis of logs.
* Implemented WSUS/SCCM integration and created a monthly phased patching process.
* Created custom queries in user and device collections.
* Created custom reports utilizing the SCCM/MECM DB using custom SQL queries and SQL Reporting Services.
* Working on ServiceNow tool for Incident, Change & Release Management and Bomgar for troubleshooting issues remotely.
* Knowledge of PMPC tool for patching third party applications.
* Knowledge of Intune, worked on comanaged environment.
* M365 and Microsoft updates patching from Intune.
* Application deployments (. Intune. Wim) from Intune.
* Worked on compliance policies and configuration profiles from Intune.
* Performed tap rollouts for client, worked on client promotion after SCCM upgrade.
* Responsible for performing regular Intune/Co-Management related tasks like groups creations, app deployments, setup for updates, reporting, device enrollment, company portal installation etc.
* Implemented Configuration Items and Configuration Baselines to detect compliance of machines over some criteria.
* Windows servicing for windows upgrade.
* Closely worked on cleanup tasks for patching, deployment package maintenance, distribution points for orphaned packages.
* Basic OSD knowledge and PXE. Task sequence creation and maintenance.
* Established Operating System Deployment, images, and Task Sequences via SCCM/MECM.
* Migrations of apps from pre-production environment to production environment.
* Mass deployments for applications as per the regions and maintained the compliance for every application individually.
* Worked on Boundaries as per the requirements and discovery areas in SCCM.

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| **Organization** | **WIPRO Ltd.** | **SBU** | **IT Workplace** |
| **Practice** | 04-Nov-2021 to 06-Feb-2023 | **Designation** | **Administrator** |

## Projects handled in WIPRO Ltd. Client : ABB

**Role : SCCM/MECM Administrator**

## Period : 04-Nov-2021 to 06-Feb-2023

## Roles & responsibilities:

* Daily administration/troubleshooting of a multi-level SCCM/MECM hierarchy.
* Handling Incidents, Requests and Changes for SCCM/MECM related issues.
* Perform Software distribution and ensure successful deployment to end assets.
* Patch deployment to around 1500+ desktops\laptops globally using SCCM/MECM on Monthly basis.
* Patch management of servers and end user estate along with troubleshooting.
* Troubleshooting client connectivity and package installation issues by analysis of logs.
* Implemented and maintained patch environment using ADR's and maintenance windows
* Established Operating System Deployment, images, and Task Sequences via SCCM/MECM.
* Created collections, packages, applications to remotely install software applications, manage Microsoft Updates and perform Operating System Deployments via SCCM/MECM (PXE).
* Manage O365 installations via SCCM/MECM and monthly updates for O365 in environment using SCCM/MECM
* Understanding of SCCM/MECMs dependencies on Active Directory (AD), including GPO, AD schema, and OU.
* Created Appx packages in SCCM/MECM
* PC image delivery via Microsoft SCCM/MECM
* Working on ServiceNow tool for Incident, Change & Release Management and Bomgar for troubleshooting issues remotely.

## Projects handled in Tech M Ltd. Client : Tech M

**Role : Application Packaging**

## Period : Jan-2018 OCT-2021

## Roles & responsibilities:

* Supported full cycle of Application deployment including requirement gathering, tech review, packaging or repackaging, testing, deploy to pilot users and mass deployment.
* Good knowledge of Admin Studio.
* Created Windows Installer setup packages (. MSIs) from Legacy installers using Repackager.
* Created MSTs for both the in-house applications and vendor MSIs to modify and package them as per the organizations packaging procedure manual using Install Shield.
* Deployed various MSI applications with MST using SCCM/MECM in our environment
* Upgrading application with MSP using SCCM/MECM
* Working knowledge of application packaging using batch files and PowerShell ADT scripting tool.
* Utilized VMware and virtualization for application compatibility issues
* Good Knowledge of Setup capture in Admin Studio
* Good Experience in Application Repackaging using with Admin Studio Install Shield.

# Interpersonal Skills

* Good understanding of in-depth process knowledge and best practices.
* A result-oriented and adaptable team player with well-developed abilities to handle cross-functional and multi-hierarchical aspects of a corporate environment.
* Accept responsibility and believe in sincerity and punctuality.
* Organized and complete tasks before deadlines.
* Having good verbal & written communication

# Education

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| --- | --- | --- | --- | --- |
| **Education** | **Qualification** | **Year of passing** | **Institution / University / Board** | **%age** |
|  |  |  |  |  |
| **Graduation** | B Tech | 2014 | JNTU A | 60% |
| **Intermediate** | XII | 2012 | CBSE | 67% |
| **Matriculation** | X | 2010 | CBSE | 61% |

**Personal Details**

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| **Date of Birth** | 10th May, 1992 | **Gender** | Male |
| **Mailing Address** | No:35, Sri Krishna Nilaya, Marthahalli,Bangalore,360057 | **Phone Number** | +91 7760566019 |

# Declaration

I consider myself familiar with Information technology aspects. I am also confident of my ability to work in a team.

I hereby declare that the information furnished above is true to the best of my knowledge.

**Nagarjuna Singala**