



Ajo Abraham

Endpoint Manager Escalation Engineer @ Microsoft

PROFILE

I am a seasoned IT professional with 13+ years of experience in diverse roles including Desktop Support, Application Packager, Automation Engineer, System Administrator, SCCM Admin, Support Engineer, Tech Lead, Application/Windows Debugging and Escalations.

Highly organized, Rapid adaptive, personable, and action-oriented individuals with excellent problem-solving, customer service, and troubleshooting skills. Seeking an opportunity to contribute to a world-class organization, take on challenges, leverage my skills to the fullest, wholeheartedly serve, and grow together with the organization.

EXPERIENCE

Escalation/Debugging Engineer (SCCM & Intune)

MICROSOFT | Bangalore

Feb 2019 - Present

- Expert in Application and windows debugging , specializing in SCCM, Intune, Windows, Azure, M365, PowerShell and SQL, providing advanced support as the final escalation point.
- Nearly 10 years of experience working with Microsoft, starting with Technical support and advancing to the final point of escalations.
- Subject Matter Expertise in Cloud deployments, software updates (Patching), Operating system deployment, software distribution, client-server installations and Setup installations.
- I have worked with customers from various industries, including the public sector, banking, insurance, manufacturing, service, and consulting firms. Some of the top banking customers I have collaborated with include BOA , Barclays, ANZ, Wells Fargo, and more
- Proficient in integrating cloud and Intune technologies such as Co-mgmt, AutoPilot, CMG, Tenant Attach, and Desktop Analytics.
- Handled Beta/Esc Engineer role for SCCM to test and support newer versions and features.
- Experienced in source code reviews/writing and creating custom tools in C, C++ and C#. Proficient in Python and JScript.
- Skilled in designing, implementing, testing, improving, managing, and troubleshooting SCCM & Intune infra.
- Automation scripting , Custom reports creation using SQL and Power BI
- Capable of debugging .NET and native applications using WinDbg.
- Experienced in handling complex debugging issues, including application crashes, Applications/OS performance problems, and memory/CPU spikes issues.
- Implemented DevOps practices, including GIT for version control, and am experienced in Azure DevOps, Kanban boards, and Agile and Scrum methodologies for various projects.
- Collaborating with customers and the dev teams to understand emerging issues, new feature requests, and ensure successful implementation.
- Strong troubleshooting abilities in SQL, Azure, Windows, AD DS, CA, PKI, IIS, WMI, and Networking.
- Knowledge of Office 365 apps and Power Apps
- Content creation and reviews for internal Wiki, Knowledge articles and training videos.
- Experienced in handling apps and deployment customizations for various OS deployments and repackaging
- Driving Technical readiness globally for various Microsoft Products
- Awarded Start performer and Culture & Values champ in multiple fiscals

CONTACT

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Bangalore, India

EDUCATION

- Master of Computer Applications
Sikkim Manipal University
Bangalore - 2014
- Bachelor of Science - IT
K. J. Somaiya College
Mumbai - 2010

CERTIFICATIONS

AZ-900 Azure Fundamentals

MS-900 Microsoft 365 Fundamentals

MD-102 Microsoft Endpoint Administrator Associate

MCP - Installation, Configuration & Administering of Windows Server

MCTS - Administering and Deploying System Center Configuration Manager

MCP - Server Virtualization with Windows Server Hyper-V and System Center

VCA- VMware Data Center Virtualization Fundamentals

MCP - Querying Microsoft SQL Server

ITIL v 3

TECH SKILLSET

- **Products / Technologies/Practices**
SCCM, WSUS, Intune, Azure, DevOps, GIT/Github, Web-Technologies, HTTP,SSL, AD, GPO, PKI, DHCP, DNS, Microsoft 365,Networking
- **Languages/ Code read/writing**
C, C++. C#, Python, VB, JS, React
- **Debugging & Dump Analysis**
DotNet & Native Platform Debugging
WinDbg, TTT, TTD, WPA, App Verifier
App crashes/Performance issues, Memory/CPU issues, Win Internals
- **Azure Technologies**
AAD, DevOps, Azure Functions, ARM, VMs, WebApps, Azure SQL
- **Application Packaging tools**
InstallShield, Wise Packaging Studio
App-v, ACT, ITCM
- **OS Platforms & Databases**
Windows Servers/Clients, Linux
SQL , Cosmos DB, Mongo DB
- **Scripting**
PowerShell, VB, Batch, Unix shell

VISA DETAILS

- B1/B2 Visa Valid till 2027

Support Escalation Engineer

MICROSOFT | Bangalore

Mar 2016- Jan 2019

- L3 engineer for SCCM, WSUS and Intune. Solved highly complex cases.
- Experienced in Setting up Infra for SCCM and Virtual Lab creations.
- Expertise in SQL, Azure, Windows, AD DS, CA, IIS, WMI and Networking.
- Source code reviews on escalated cases and PG engagements
- Automation scripting in PowerShell and created custom reports in SQL.
- Handled and setup various Azure technologies
- Experience in using Windows troubleshooting and SysInternals tools.
- Played roles like Technical Leader, Mentor and Trainer for multiple teams
- Created solution documentations and Training materials
- Collaboration with various technology teams and dev teams to fix bugs

Support Engineer

MICROSOFT| Bangalore

Mar 2014 - Feb 2016

- L2 SCCM and WSUS 24*7 Support for Microsoft customers across globe.
- Experience in handling various customer infrastructures. Mostly worked with North American Customers.
- Good with troubleshooting Windows, client server networking, AD, IIS, SQL, Application issues
- Setup experience in SCCM, AD and managing Infra.
- Skilled in SQL, Windows, AD DS, Hyper-V, Client server networking and IIS
- SME in Software Updates, Software distribution and Client server installations Automation expertise in PowerShell, VB and windows scripting
- Involved in Training delivery, content creation, triages etc.

System Engineer

TCS | Bangalore

July 2012 - Feb 2014

- Application packaging/repackaging & customizations using InstallShield, Wise packaging studio.
- Experienced in administering and troubleshooting SCCM.
- Skilled in enterprise-level Application rollouts, server patching, Win server and client troubleshooting.
- Familiar with virtualization technologies and application virtualizations.
- Contribute to Windows OS/Apps migration and compatibility testing projects using App-V, Med-V etc.
- Proficient in PowerShell automation and scripting projects
- Seal the deal projects and automations with various banking, Insurance customers.
- Responsible for handling On-call escalations

Ass. System Engineer

TCS | Bangalore

July 2010 - July 2012

- Worked for North Americas client - SuperValu
- Gained Experienced in providing IT support for Retail industry.
- Remote desktop clients support for end users.
- Application deployments, monitoring, compatibility testing, remediations and troubleshooting.
- Worked on enterprise deployment apps like SCCM, ITCM and Marimba
- Collaborated with Wintel team on Planned maintenance and Outages.
- Handled enterprise rollouts, created custom reports.
- Best performer awards by SUPERVALU (Client) Leads.