



Ritika Tripathi

EXPERIENCE

July 2023 - Current

Senior Engineer SLK Technology | bangalore

SLK Software is a global technology services provider focused on bringing AI, intelligent automation, and analytics together to create leading-edge technology solutions for our customers through a culture of partnership with them, led by an evolutionary mindset.

Project: Fifth Third Bank

Fifth Third is one of the largest consumer banks in the Midwestern United States. June 17, 1858 (as Bank of the Ohio Valley) in Cincinnati, Ohio, U.S. Fifth Third's client base spans retail, small business, corporate, and investment clients.

Role & Responsibilities

- Team Management
- Server Patching (Tool Use:- Big Fix, Intel Server Patching Tool, Powershell, Manual Installation, SCCM)
- Application installation
- Application Package Creation
- Working on vulnerabilities and able to fix them in short period of time
- Report preparation for weekly Deck and monthly MMR
- Client email and meeting handling

September 2018 - May 2023

Senior System Analyst HCL Technologies | Hyderabad, Telangana

Project: AAA

HCL Technologies is a next-gen global tech. company that helps enterprise re-imagine their business for the digital age. As associated with HCL & working for "AAA" client

Roles & Responsibilities

- Working as SCCM Administrator]
- Software patch installation on cycle/release
- Package creation for different software (like as Oracle Java, graphics, etc) using SCCM tool
- Installation and deployment of software package on windows server SCCM DP Configuration and In-console upgrade
- Remediation and development of software package on windows server.
- Worked on vulnerabilities and able to fix them in short period of time
- Worked on the installation and configuration of laptop and desktop with required software and maintenance
- Applying monthly security packages on windows server using SCCM
- Generating and monitoring patch compliance reports
- Creating and pushing various software packages to servers based on business requirement using SCCM
- Coordination with vendors from Microsoft and CA during implementation phase of SCCM and during customization phase of CA

Project : Bank of America

Associated with HCL was deployed at client location i.e. Bank of America.

Roles & Responsibilities

- Working on migration of system (laptop & desktop) from older

📍 bangalore, India 500049
📞 06203985573
✉ ritikatripathi27@gmail.com

PROFESSIONAL SUMMARY

Motivated Senior System Analyst with 8+ years of progressive experience. Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget.

CORE QUALIFICATIONS

- Team Lead
- Sccm Administrator
- Server Patching
- Intune
- Application Packaging
- Patch Management
- Operating System Deployment(OSD)
- Intune
- Mobile Device Management(MDM)
- Qualys(Vulnerability Tool)
- Active Directory
- BMS Remedy Tool
- Networking
- Internet Protocol (TCP & IP)
- DNS & DHCP

- version to Windows 10
- Creation of virtual system - HDV and Thin Client deployment on need basis
- Actively involved in troubleshooting of VPN, RDP and OS related issue
- Installation, configuration and maintenance of windows system
- Worked on BMS Remedy Tool for remediation of tickets related to software and hardware issue
- Application installation on laptop and desktop manually as well as SM tool
- Worked on reports generation of machine status using BOA tool

July 2015 - August 2018

System Engineer Capgemini | Noida, India

Project : AVAYA

Associated with Capgemini was working for AVAYA - an american multinational tech. company which provided communication, real time video collaboration, contact center, networking and related services to companies of all size world wide

Roles & Responsibilities:

- Configuration, troubleshooting and upgradation of AVAYA CM
- Configuration of gateway of all type of PBX card
- Installation & management of AVAYA call management server
- Workforce management tools - AVAYA CMS
- Creation and addition of user id's in AD & AVAYA admin console

Project: HCSC

Working for Health Care Service Corporation a largest customer owned health insurer in US

Roles & Responsibilities:

- Creation of digital booklet script on Quick Silver
- Administration of user details on CITRIX protocol
- Remediation of issue involving Active Directory and CITRIX

EDUCATION

2015

Bachelor of Technology | Electronics Communication Engineering
Dronacharya College of Engineering, Greater Noida, UP

ACCOMPLISHMENTS

- PAT on the back award in HCL for highest transaction
- Employee of the quarter award in HCL for highest quality score
- Star of month award in Capgemini