Bharath Kumar D.K

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Availability: 30 days

SUMMARY:

Dedicated Mobility Cloud Engineer and Architect over 16 years of total experience in building and implementing modern management of windows devices & Mobile Application support and cloud infrastructure for multi-enterprise mobility solutions, Superior understanding of business goals and an appetite in applying technology in solving business problems, looking to join a reputable organization bringing determination, drive & innovation to evolve within the growing cloud security industry.

SKILLS:

- Microsoft 365 / AAD/ HAAD device management, iOS, Win Devices
- Windows 10, Remote Desktop Services, Azure Active Directory,
- Microsoft Intune, MobileIron, VMWare W1, Windows Autopilot,
- Configuration Manager (SCCM), Intune Connector, PowerShell
- MS Graph (API Basic only)

PROFESSIONAL STRENGTH:

- Management in Administering and configuring mobile devices for enterprise users via O365, Intune Standalone, HAAM (SCCM integration with Intune), & AAD environments.
- Implemented 10000+ devices to Windows Autopilot through SCCM/Co-Managed Using HAAD Scenario
- Analyze Develop & Communicate key onboarding process and technology improvement for web-based computing system onboarding & entire deployment cycle of migrating to windows 10 utilizing Azure portal with focus on (Intune & Security)
- Proficient in managing users & Devices in Intune, setting up mobile device management while managing, creating & testing Intune policies, Autopilot deployment & Administration

- Provide support to clients in administering deployment of policies (configuration & Compliance) to COD/BYOD.
- Utilizing PowerShell Script for automating various tasks for Intune
- Scope client's issue by collecting relevant facts, investigating the problem by doing self – research and involving other teams as needed.
- Ensure that each support request is handled per SLA and to highest possible customer satisfaction by setting the right expectation and fulfill commitments.
- Escalate to management as necessary, acting internally as a customer advocate & keeping the customers informed
- Create advanced online technical content including knowledge base articles and SOP/SOW documents,

EXPERIENCE:

Chira Information Technology
May 2005 - Sep 2007
- Worked as a Technical Support Engineer for 3 yr.
- Provided technical support for users including MS Office, Outlook, and Windows 2000/ XP / Vista
- Troubleshooting, installation of laptops, Printers, scanners.
- Reputation for being very hard working taking up to ten calls per day and ensuring that an efficient service is provided.

Radiant InfoSystems Pvt Ltd
Oct 2007 - Dec 2008
- Worked as a system admin for 1.5 year
- Set-up PC systems and configure software/hardware to meet employee needs for more than 60 systems
- Effective at trouble shooting and quickly determining what the problems are.
- Handling projects like KSRTC, APSRTC & GSRTC

IBM Pvt Ltd (Netsol Solutions)
Mar 2009 - Dec 2009
Worked as Systems Engineer with **IBM Pvt Ltd for 1 yr**
- Served on Remote Voice & Email Support for all IBM internal Application & ID Coordination which includes updating of blue pages, Creation of MTS, WECM ID for VPN users.
- Installation of IBM Customized C4EB Images Windows 2000 & XP on desktops & TP's & handle breakdown calls and maintaining IBM Customized Windows 2000/XP.
- Installation, configuration and troubleshooting of all IBM Standard Software like Workstation Security Tool, IBM PCom, SAP, Citrix, Same time, MS Office, MS SQL, MS Visio, Symantec Antivirus & Firewall, Content manager, SAP,
- Troubleshooting different Hardware, Application Software and Operating Systems,
- Troubleshooting problems of Internet and Intranet.

<u>IBM Pvt Ltd</u> (Payroll Company: Future Focus InfoTech)
Worked as Lotus Domino Administrator (Version 8.5.2)
Jan 2011 to Sep 2013

- Domino Corporate lead engineer, 2000 + Users, 2 Domino Servers, for Domino servers' administration (Installation, Replication, Database maintenance, Update, Upgrade, Roll-Over,
- ID creation & groups creation, recertifying ID files, Managing mail queues, Routing pending mails, Account deletion, Compacting database manually,
- Mail routing, tracing, tracking, and troubleshooting
- Administrator console commands and execution
- Troubleshooting Lotus Notes client interface, including the Notes mail template
- Manual creation and manipulation of Server, Person, Connection, Group, Program, Policy documents, Domino Domain Monitoring, Domino 8.x Group Policy.
- Domino Access Control List configuration
- Domino Database Management
- Resolve database, replication and synchronization issues.
- Review, approve, process Adminp requests
- Reconcile missing mail file replicas
- Work with IBM Support on escalated Notes issues,
- Lotus Traveler installation & trouble shooting for mobile devices
- (Symbian, Android, apple devices)
- Run the maintenance commands on the corrupted databases.
- Granting access to databases.
- Use Help Desk application to view, resolve and document tickets

<u>IBM Pvt Ltd</u> (Payroll Company: **Dyn Pro Pvt ltd**)
MDM Specialist – Mobile Iron, Air watch,
Project Supporting**:** Thomson Reuters and Internal US clients
Sep 2013 to 2016
- Provide support for 5000+ End Users including training, maintain, administer, troubleshooting and resolution of reported incidents and other requests for all Smartphones (Apple iPhones & Android)
- Design, implement and maintain Enterprise Mobile Device Management (MDM)
- Minimum of 4 years of industry experience in technical support role supporting MDM
- Experience with design and implementation of Enterprise Mobile Device Management infrastructure
- Experience performing On-Premise Mobile Iron installations
- Working knowledge of email Sentry setup & management
- Experience working with teams to plan and implement security/device management policies

- Expertise with troubleshooting MDM related issues
- Strong understanding of mobile device operating systems (iOS, Android and Windows)
- Update documentation and procedures as needed for mobile device deployment and support
- Provide after-hours and rotating on-call support as necessary
- Knowledge of various deployment methods for both shared device and BYOD models
- Provide daily and weekly reports of server availability, status of open issues, ticket closure rates, workload distribution,

IBM Pvt Ltd (Payroll Company: **Future Focus Pvt Ltd**)
MDM Specialist – Air watch
Project Supporting: Etihad and internal US clients
July 2016 to Dec 2016
- Configuring and troubleshooting more than 5000+ mobile devices such as smartphones,
- Work with a team of engineers to plan, design, develop, build and deploy new MDM solutions.
- Telephone, e-mail and on-site problem diagnosis and resolution
- Enforce mobile device policies and procedures in the MDM Air Watch environment.
- Implementation of mail services across multiple mobile operating systems for leading services such as Office 365 & Exchange
- Configuration of restriction profiles,
- Control of camera access and screen capture features.
- Access control to prevent access to unmanaged apps.
- App version control and deployment.
- Good working knowledge of Exchange ActiveSync
- Create technical documents for technician reference and user reference guides for mobile device use as needed.

IBM Pvt Ltd (Payroll Company: **Net Connect Pvt Ltd**)
MDM Specialist - Mobile Iron,
Project Supporting: **Jet airways**
Jan 2017 to July 2017

- Supporting 2000+ smart devices, iOS, Android, Mac OS platforms, smart devices life cycle settings, support, user's groups settings and management, label management, policies and configurations management.
- Supervising a IPAD devices using an apple configurator
- Enforce app-level passcodes for access to email, calendars, and contacts.
- Actual problems solving, MDM operations (registration, wipe, retirement, label assignment), internal apps installations, daily reports)

- Block access to or selectively wipe email from non-compliant devices
- Experience and knowledge of mobile device management, deployment and distribution
- Perform top tier support for escalated issues (primarily responsible for Mobile Iron related issues) Administer and maintain the Mobile Iron infrastructure and configuration
- Test and deploy mobile device policies
- Ability and desire to conduct research into mobile device issues and products
- Perform testing of new OS versions and the impact to Mobile Iron functionality
- Enforce security policies and monitor device compliance

Wipro Technologies (Payroll Company: **Collabera Technologies Pvt Ltd**)
MDM Specialist/Technical Lead - Mobile Iron core 10.5.0.0
Project Supporting: **NiSource Corporate Services**
Aug 2017 to Jun 2021

- Providing Support for more then 7000+ devices Including IOS and IPad
- Upgraded the MobileIron Core (From 8.5 to till 10.7 latest Version) and Sentry (From 9.1.1 to till 9.8 version)
- Administering and maintaining of the MobileIron Installation and configuration systems at Client with level 4 support.
- Enforce mobile device policies and procedures in the MDM MobileIron
- Experience in app distribution and management of in house and store apps for iOS,
- Knowledge of PowerShell scripting that includes writing commands for application installation, uninstallation, registry creation and deletion
- Creating Label, Policies, Configuration according to the client need
- Prioritize and execute tasks in a time-sensitive environment
- Proficient with documentation of standards, knowledgebase articles and other operational guides
- Participating in daily connect with customer regarding support and MDM Changes/Updates
- Responsible for APNS, ABP, SSL certs renewal
- Responsible for creating SMDT, SOPs and EPD
- Worked with Incident and change management team to meet SLAs on time
- Demonstrate proven track record in addressing moderately complex technical issues
- Excellent troubleshooting skills, self-motivated, results-driven and well organized.

Wipro Pvt Ltd: **Intune Architect – (Windows Autopilot, Microsoft Intune, O365)**
Project Supporting: **ROSS, HERE Global B.V**
June 2021 to till Date

- Implemented Windows Autopilot to enable modern provisioning of Windows devices for more then 10000+ devices
- Setup and configured Microsoft Endpoint Configuration Manager Cloud Management Gateway (CMG) for management of corporate devices over the internet
- Manually register your devices to Autopilot by uploading the device hashes (locally generated) to Intune or integrating your vendor to your tenant's Autopilot
- Create an Entra ID group and either manually or dynamically include Autopilot devices on it.
- Create an Autopilot profile and deploy it to the Entra ID group the target devices
- Create an Enrollment Status Page (ESP) profile and assign it to the target users
- Configuring Azure AD connect
- Hybrid Azure AD implementation.
- Assigning/Configuring applications in Intune
- Configure Windows Autopilot profiles based on the requirement
- Configuration of Intune connector for Active directory
- Creating and deploying win32 apps using prep tool and convert them into Intune win format
- Knowledge on Zscaler VPN solution for Windows Autopilot for HAAD Scenario
- Strong understanding of MEM with advanced knowledge of patch management, operating system deployment, application deployment and reporting
- Setup SCCM Co-Management to Offload Workloads to Intune
- Enabling & Configuring SCCM Co-Management Auto Enrollment
- Configuring pilot collections and Managing workloads
- Utilizing PowerShell Script for automating various tasks for Intune
- Real time troubleshooting related to SCCM/Intune issues

Education: BSC (Bachelor of Science), Bangalore University

Personal details:

Date of Birth	28th March 1981.
Marital Status	Married.
Hobbies	Traveling, Music,
Linguistic proficiency	English, Hindi, Kannada

Place: Bangalore   Regards,

Date: (Bharath. Kumar D.K)