**Vijay KUMAR. A**

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**Professional Summary:**

System Engineer with over **06 years 10 months of experience in Windows Desktop support and Microsoft SCCM 2012 R2**. Has extensive experience in system administration and implementation and providing end-to-end solutions. Adept in analyzing information system needs, evaluating end-user requirements, client requirements and troubleshooting for complex information systems management. Versed in both on-site and remote support provisioning.

**Key Skills& Strength:**

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| --- | --- |
| * Microsoft SCCM R2 2012 * Windows Operating system 7, 8, 10 * Microsoft Active Directory Domain Services * Microsoft Office applications 2010, 2013,2016,2019, O365. * Service now, ITSM BMC Remedy Ticketing Tool * Identity & Access Administration, Hardware and Software Installation * Enterprise Mobility Management (Intune) * Windows Server Operation, DHCP, DNS, LAN, WAN, Proxy Operations & Network security | * Windows Administration * Patch Management. * Windows & MAC support * Application Management. * Willing to acquire new skills, Ability to take initiative, efficient problem solving. * Fast learner * Understanding the sense of urgency * Multi-tasking * Flexible and creative |

**Company: Tech Mahindra Ltd.** [Nov 2021 - Current]

**Designation: Systems Engineer**

* Working as an SCCM Engineer and managing SCCM 2012, responsible for OS and Application deployment, driver setup and troubleshooting client related issues.
* Experience with **OSD** within SCCM.
* Taking care of Patching and remediation.
* Perform **patch management**, **application packaging and distribution**, **create Collections/Packages/Applications** within SCCM 2012 environment
* **Troubleshooting failed systems management deployments** and client health issues involving SCCM.
* Experience with Scripting, **PowerShell**, **Windows Batch Script**
* Creating a supersedence relationship that supersedes the original dependent application with the new dependent application.
* Maintained end user applications, patches and operating system using client standards and requirements supporting for client environment.
* Software Distribution by created Collections/Packages/Applications/Deployment.
* Monitored Microsoft SCCM Platform health, Client health and mitigate identified problems.
* Troubleshoot package installation, Update and OS deployment issues by analyzing SCCM logs.
* **Application creation/Upgradation** and performing UAT and rollout to production machines post success.
* **Migrated 1909 to 20H2** feature updates to 3000+ machines and troubleshooting.
* **Auto Pilot** and managed mobility devices using **Intune.**

**Company:**  **Team Lease Pvt Ltd, Bangalore** [Oct 2019 - Oct 2021]

**Designation:** **Senior Systems Engineer**

* Handling & Monitoring LS&CO Service now L2 tickets related to incidents and Requests logged by users and resolving them within the SLA.
* Configuring and troubleshooting Microsoft Outlook 2010 Backup and restore the PST
* Files and outlook 365.
* Performed at the highest technical\functional level in all phases of systems administration, and analysis
* Assisting more than 400+ LS&Co pan India users.
* Hands-on experience in SCCM, Team viewer and Bomgar applications.
* Experience with Scripting, **PowerShell**, **Windows Batch Script.**
* Provided monitoring and support for **Network (Brocade switch, NetApp server, Fortinet firewall)**.
* Handling basic networking supporting issues.
* Following ITIL ticketing process tools for closing incidents.
* Participating in asset deployment refreshment and asset recovery.
* Identified direct and root causes, handled escalations, and incident reports for high and critical priority issues
* Worked with vendors Team computers, Lenovo, HP & Apple Mac.
* Worked on inventory & Asset Management.

**Company:**  **First Advantage Global** [July 2014 – July 2016]

**Designation: Operations Analyst**

* Handling service now tickets related to incidents logged by users and resolving them within the SLA.
* Installation, troubleshooting Network Printers, and Antivirus Packages.
* Network maintenance and printer trouble shooting.
* Coordinating with windows L2 application team for resolving issue.
* Support the following Technologies: Microsoft Office 2010, Products- Outlook 365, word, Excel.
* Assisted Company personnel with desktop operation with both hardware and software related issue.
* Configuring and troubleshooting Microsoft Outlook and Outlook Express. Data Backup, Recovery.
* Working with points of escalation in a timely manner to resolve issues.

**Company:**  **Aegis Ltd** [Jan 2013 – April 2014]

**Designation: Operations Executive**

* Assign work orders and incidents to appropriate support teams and follow up until closure.
* Reporting as per compliance and client requirements by evaluating and cross-checking Docket synonyms.
* Communicating operational achievements.
* Handling client escalations and resolving within TAT.
* Attaining daily, weekly and monthly targets specified by the process.
* Evaluating data and recommending future modifications for improving workflow.
* Adhering to the schedule as prescribed by the TL.

**Educational Qualification:**

* Graduated from Andhra University in Bachelor of commerce in the year 2019.
* Intermediate in Narayana Jr. College with the group of MPC passed out in the year of 2008.
* S.S.C in Pratibha Vidyalaya E.M high school passed out in the year of 2006.

**Hobbies:**

* Playing cricket
* Listening to Music
* Travelling

**Personal Details:**

* Name : A. Vijay Kumar
* Father’s Name : A. Rama Krishnaiha
* Date of Birth : 30-12-1990
* Nationality : Indian
* Languages known : English,Telugu and Kannada.

**Declaration:**

I hereby declare that all the Particulars given above are correct to the best of my knowledge and belief.

* Date :
* Place :

(A. Vijay Kumar**)**