Neelima Kakumani

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History of around 13 years IT experience. An organized and customer oriented professional with extensive knowledge of operating system configuration and deployment, application delivery, and PC administration with SCCM. Proven experience of Enterprise level system implementation with established project management skills including: development of business requirements, system configuration and packaging, communication development and support documentation, managing feedback through focus groups and post implementation surveys, solving complex technical issues and providing advanced progress metrics. Years of experience with SCCM, active directory, and policy management, configuration and issues management for MS Office and Adobe products. I pride myself on being a team player with strong leadership, communication, mentoring, and excellent problem solving skills.

In various environments with Quality consciousness. Strong aptitude to learn fast, with enough flexibility and adaptability to work individually or in a group. Acquired competences include all network-related activities, Hardware/ Software product evaluation, maintenance, support & user training.

Certifications

- **(070-290)** Microsoft Certified Professional in Windows Server 2003 Environment.
- **(070-401)** Microsoft System Center Configuration Manager 2007.
- **(70-656)** Microsoft Desktop Optimization Pack, Configuration
- **(070-635)** Microsoft Deployment Toolkit 2008, Desktop Deployment
- Completed **ITIL** version 3.0 (Information Technology Infrastructure library) Certification.

PROFESSIONAL EXPERIENCE

DXC Technologies – Sydney Australia (May 2019 to March 2021)

- ✓ Executed vulnerability operations; reviewed real time intrusion across the ausgrid client sites.
- ✓ Provides excellent end user support and received excellent customer feedbacks.

- ✓ Worked on critical customers Ausgrid, ventia etc…

- ✓ Successfully completed the critical client projects related to security vulnerability, software packaging testing and prod deployments, software deployments, patch deployments, server patch deployments, created collections and setting rules etc…

- ✓ Packaged applications using Admin Studio. Created, tested, documented, and installed application and custom shims for Windows 10 using Application Compatibility on multiple workstations. Deployed applications, scripts, shims, and service packs (SP2 to SP3, etc.) using SCCM, monitor installation status, troubleshoot, worked with vendors, and resolved installation and OSD failures.

- ✓ Successfully done multiple upgrades for SCCM 2012 latest versions in production CAS server, once upgraded tested the main client applications and resolved the issues ontime and communicated.

- ✓ Worked on patch deployments for multiple vendor machines based on the client requirement, tested, UAT machines and PROD machines deployment. Monitoring the deployment status and communicated/ provided reports to clients accordingly.

- ✓ Worked on desktop patch deployments and server patch deployments on monthly basis.

- ✓ Have created packages based on the client requirement, scheduling meetings with clients to understand the requirements. Created the packages, tested, deployed to UAT testing, once test is successful deployed to production.

- ✓ Managed drivers and created OSD Task Sequences for new hardware required for the PC refresh project.

- ✓ Deployed multiple Cumulative Updates and a Service pack update to Configuration Manager to stay current with latest Microsoft releases.

- ✓ Built and maintained a standard image with application selection.

- ✓ Deployed Windows workstation patches.

- ✓ Created packages, collections and advertisements for software deployments.

- ✓ Created tools to easily repair WMI and SCCM clients remotely.

- ✓ Collaborated with application owners and business relation managers to gather requirements for application deployments.

- ✓ Provided Level III support to troubleshoot deployment issues, desktop software conflicts and client health issues.

- ✓ Administered backend SCCM servers.

Microsoft Intune:-
- ✓ Administer and configure mobile devices for enterprise users.

- ✓ Support Microsoft customers in the implementation of Intune mobile device management with SCCM.

- ✓ Management in administering and configuring mobile devices for enterprise users via office 365, SCCM integration with intune.
- ✓ Scope clients issue by collecting relevant facts, investigating the problem by doing self research and by involving other teams if needed.

- ✓ Real time troubleshooting related to SCCM/intune issues.

TEKBYTES LIMITED – Sydney Australia (Aug 2018 to Apr 2019)

SCCM Senior systems engineer
Responsibilities:

- ✓ Implementing, Administration & Maintaining the Microsoft System center configuration manager SCCM 2012

- ✓ Experience on Operating System deployment using SCCM.

- ✓ Experience and knowledge of Design and Architecture for Implementing Large and Medium scale SCCM 2012, SCCM 2007 and SMS 2003 infrastructure.

- ✓ Ability to single handedly Plan, Design, Implement and Maintain Large-Scale Environments.

- ✓ Complete understanding of the product – usage, limitations, requirements, business value etc.

- ✓ Maintaining Distribution Points, Management Points, Proxy Management Points, Trouble shooting in server side and client side.
- ✓ Configuring Secondary SCCM Server, Standard Distribution Point & Branch Distribution Point.
- ✓ Windows Imaging, Capturing the images and deploying using SCCM. Packaging the Applications and injecting the drivers into WIM file. Interfacing MDT2010 & SCCM Server for OSD.
- ✓ Provided infrastructure and design guidance for setting up and maintaining SCCM environments

- ✓ Administration of SCCM Servers, And Configuring and decommissioning secondary sites, deploying new secondary Sites. Managing and trouble shouting primary and secondary sites.
- ✓ Delivered custom training for utilization of many features around SCCM
- ✓ Software Distribution, Patch Management (WSUS), Operating System Deployment. Creating collections and application packaging.
- ✓ Specialized on patch deployment, creating and deploying the software updates based on classifications in the Optus Environment. Once tested the patches in development with applications, will discuss with customer once they agreed deploy it on pilot and production.
- ✓ Have Scheduled meetings every week with customers and discuss their application requirements and patch deployment process, issues and if any Company requirements and deployments and will act accordingly.
- ✓ SCCM application deployment, testing and move the applications to pilot and production based on the change requests.
- ✓ Provided L3 support escalation issues, related to sccm application installation, AD,and testing the customer applications on company system architecture.
- ✓ Have supported ticketing tools, HPSM, Jira, Clarify and Service now tools.
- ✓ Created AD groups and assigning the AD groups in SCCM and adding the members based on the customer application requirement.
- ✓ Created and provided support for SCCM application, AD group, user creation, Group policy management, O2016 access to users etc...
- ✓ Any new application requirements for user schedule a meeting with customer and understand their requirements and take the data and information and test the application in all test environments and further proceed with application creation.
- ✓ Have worked on SCCM assign for assigning applications to assets, SCCM Client manager or application installation and troubleshooting, assigning license application, and maintain licenses data applicable for application and users.
- ✓ Received appreciation emails with customers about my deliverables on time and they are happy with my work and continuous support on critical situations.
- ✓ Provided McAfee antivirus installation on environment and provided solutions of any issues faced on the company environment.
- ✓ Every Month once Microsoft releases patches we are download by customizing according to classifications and creating update list centrally and will distribute across all countries.
- ✓ Providing the SCCM Console Access to the requested user accounts
- ✓ Installing and Administration of Windows 2003 Active Directory, Windows 2008 Active Directory.
- ✓ Configuring DNS, DHCP and IIS with WINS in Windows based Server Platforms (Windows 2000, 2003 & 2008).
- ✓ Creating, Modifying and Deleting the Users with respective to their Profiles in Active Directory.
- ✓ User rights and permission, disabling and enabling AD User accounts. Changing the files and folders level permissions in Active Directory.
- ✓ Installation, Configuration and Administration of Microsoft SCCM 2010 in Windows 2008.
- ✓ Discovering of Computers and Creating Collections in SCCM 2007.
- ✓ Deploying & Managing Software's through Software Distribution in SCCM 2007.
- ✓ Creating the third party applications in SCCM 2007,which are customized by Packaging Team,
- ✓ Generating Monthly reports for SCCM and SEPM

✓ Provided guidance on creating custom reports utilizing the SCCM DB using custom SQL queries and SQL Reporting Services.

Skill People – Sydney (Nov 2017 to March 2018)

SCCM Systems engineer
Responsibilities:

✓ Successfully Planned, Designed and Implemented SCCM 2007 Hierarchy in Mixed Mode.
✓ Responsible for the Installation, administration & troubleshooting of 3000K Node network running a combination of Windows 2003 server, Windows 2000 Server, Windows XP.
✓ Trained local Admins of different countries on the use of SCCM 2007 and SCCM 2012.
✓ Package Creation and Distribution via SCCM 2007 and SCCM 2012.
✓ Responsible for site health, application packages and upgrades and Responsible for asset management
✓ Maintaining Distribution Points, Management Points, Proxy Management Points, Trouble shooting in server side and client side.
✓ Configuring Secondary SCCM Server, Standard Distribution Point & Branch Distribution Point.
✓ Windows Imaging, Capturing the images and deploying using SCCM. Packaging the Applications and injecting the drivers into WIM file. Interfacing MDT2010 & SCCM Server for OSD.
✓ Provided infrastructure and design guidance for setting up and maintaining SCCM environments
✓ Administration of SCCM Servers, And Configuring and decommissioning secondary sites, deploying new secondary Sites. Managing and trouble shouting primary and secondary sites.

ITC Infotech LTD – India (Jun 2010 to Jun 2016)

IT Technical Consultant
Responsibilities:

✓ Backup and Disaster Recovery (DR) of SCCM Environment and setting up SCCM Infrastructure for High Availability (HA)
✓ Implementing, Administration & Maintaining the Symantec Endpoint Protection Management on the Windows 2008.
✓ Implementing, Administration & Maintaining the LUA (Live Update Administrator) Server.
✓ Exporting SEP Client Packages from SEPM Console with respective to Group.
✓ Providing the SEPM Console Access to the requested user accounts to the appropriate Groups.
✓ Moving the SEP Clients from Parent Group to the appropriate Group.
✓ Configuring the Schedule Reports on SEPM Server to the respective Users with appropriate Groups.
✓ Exporting the SEPM Report and customized the report for Monthly Report.
✓ Troubleshooting the SEP Client reporting & Updates related issues

✓ Obtained 100% satisfied customers based on customer satisfaction surveys.

✓ Created application packages (.msi files) in Citrix for installation on multiple servers.

✓ Deployment of applications using Altiris, Citrix Packager, and Windows Installation Manager.

✓ Maintaining documentation for Citrix and application installs.

✓ Daily tasks included working with Citrix end users and working with application teams to install, improve or deploy updates to their applications installed in Citrix. Also performed server, network and software support.

✓ Served as part of a team that rolled out Citrix Thin Client solutions to over 500 facilities which then followed the imaging of all workstations to work with the Citrix solution.

✓ Daily duties included Level 3 support of facilities and to assist with setup of new users on the thin client solution.

✓ Monthly patching activity around 20 Countries

✓ Software Distribution, Patch Management (WSUS), Operating System Deployment. Creating collections and application packaging

✓ Providing the SCCM Console Access to the requested user accounts

✓ Implementing, Administration & Maintaining the Symantec Endpoint Protection Management on the Windows 2008.

✓ Implementing, Administration & Maintaining the LUA (Live Update Administrator) Server.

✓ Exporting SEP Client Packages from SEPM Console with respective to Group.

✓ Providing the SEPM Console Access to the requested user accounts to the appropriate Groups.

✓ Moving the SEP Clients from Parent Group to the appropriate Group.

✓ Configuring the Schedule Reports on SEPM Server to the respective Users with appropriate Groups.

Satyam Computer Services LTD – India (Jun 2006 to Jun 2010)

 Software Analyst
Responsibilities:

✓ Setup and configured SCCM Operating System Deployment (OSD) for Windows XP and Windows 7, this also included managing all task sequences/images for the different on XP as well as Windows 7

✓ Performed Verisign's SMS 2003 to SCCM 2007 SP2 R2 migration. This included migrating 2500 nodes as well as re-architecting the SCCM hierarchy migration (side-by-side migration)

✓ Implemented new patching standardization and procedures utilizing Software Updates Management (SUM), replacing the Inventory Tool for Microsoft Updates (ITMU) process used in SMS 2003

✓ Developed and executed on enterprise workstation imaging / deployment methodology for Windows XP and Windows 7

✓ Developed and executed on application patching utilizing System Center Updates Publisher for security patching non-Microsoft applications

✓ Trained and developed VeriSign employees to understand the differences between SMS 2003 and SCCM 2007 and implemented more efficient processes and procedures to ensure the highest level of software saturation

✓ Oversaw group policy and reviewed existing polices and proposed changes to increase performance and efficiency

✓ Created customized reports utilizing SQL/SQL Reporting services to help assist on making better business decisions

✓ Monitored SCCM platform health and mitigated issues as needed

✓ Responsible for the successful workstation migration to Active Directory

✓ Upgrade, monitor and maintain remote access Citrix farm running on Presentation Server 4.5.

✓ Installed, setup and maintained all VMware VI3 hosts running on HP Proliant file servers located in the data center

- ✓ Successfully performed physical to virtual conversions on 90% of all Window servers.
- ✓ Installation of Domain Controller.
- ✓ Installation of Additional domain controller and member servers.
- ✓ Installation and configuration of DHCP Server.
- ✓ Installation and configuration of Antivirus Server.
- ✓ Creating new network shares & configuring printers, giving access permissions.
- ✓ Desktop imaging and deployment using Windows Desktop Deployment (WDS) utilities.
- ✓ Backing up & Restoration of data using CA BEB whenever necessary.
- ✓ Supporting development projects for setting up required software & OS environment.
- ✓ Periodic Scanning of all servers & desktops for any new patches, missing patches and applying onto them remotely.
- ✓ Troubleshooting issues related to Active Directory and DHCP
- ✓ Implementing, Administration & Maintaining the SMS and worked on Software distribution, patch management.
- ✓ Provided total Support for 2500+ Users, in mixed Windows 2000/2003/XP/Vista environments.
- ✓ Deployed Windows 2000/XP/Vista Operating System and troubleshooting the Desktop OS & Hardware related issues.
- ✓ Remotely managing and troubleshooting servers using utilities like Terminal Services, RDP and Dame ware NT Utility.
- ✓ Managing backup using the tools like CA BEB, NT backup.
- ✓ Experienced in resolving the issues with software's like MS Office2000/XP/2003, CA eTrust Antivirus, MacAfee, Office Communicator, VS .Net 2003, Information Rights Management, Cisco VPN client, Nortel VPN client, Internet Explorer and other project related software's.
- ✓ Installation and administration of various Operating Systems like Windows 2000, Windows 2003, Windows XP, and Windows Vista.
- ✓ Installation, configuration, and troubleshooting of DHCP.
- ✓ Security Patches Deployment and Configuring and troubleshooting Application Servers like Microsoft IIS 5.0/6.0, File and Printer Servers, FTP.

Trainings Attended

- ✓ ITIL (Information technology infrastructure library)
- ✓ External training attended for SCCM 2012 and SCCM 2007
- ✓ Communication Skills.
- ✓ Basic Trouble shooting tips for Exchange2003.
- ✓ And training attended in SiteScope, OMW, and NNM HP tools.

Strengths

- ✓ Strong communication, interpersonal, learning & organizing skills matched with the ability to manage tasks effectively.
- ✓ Motivated, self-disciplined, able to work as part of a team or without supervision.
- ✓ Very adaptable and quick at understanding new environments and identifying customer needs.
- ✓ Able to easily translate business needs into technical requirements and vice-versa.
- ✓ Good experience in handling a team of people with leadership skills.
- ✓ Fast learner & having ability to work under pressure.
- ✓ Good Analytical skills.

Academic Qualifications

- ✓ Completed B.SC with the specializations in Computers from S.K University