

VYJAYANTHI.J. R

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Objective

Seeking a challenging opportunity in a competitive environment where my skills and ability leads to company success & therefore development of my own growth.

Professional Summary

A competent professional with over **7.4 years'** experience in SCCM **development and testing, Application Packaging and repackaging, PowerShell, SQL database queries, Java, Azure, C#.**

- Developed applications and packages using Install shield, Admin studio, App-v and deployed them through SCCM CB 1810 across.
- Knowledge on creating SCCM collections, Task sequencing packages, SCCM Patch updates and deploying them in Windows Clients and Servers.
- Troubleshooting installation, uninstallation issues, packaging related issues, deployment issues, Installation failures and Distribution Point issues.
- Monitoring of server Health Check, Patch Deployment Report/Software Deployment Reports, Hardware inventory Checks.
- Software Updates Distribution using Configuration Manager and manage Patch testing and Patch deployment.
- Good knowledge in Re-imaging and Network Boot of Clients (PXE) along with SCCM Client installation and troubleshooting.
- Respond to all end user issues and providing Level 3 support and resolve them in a timely manner.
- Good knowledge on Active directory, DNS, Bit locker and Firewall settings.
- Good team player, Strong team orientation & leadership qualities, hardworking and enthusiastic.
- Good Communication, Client Interaction, Presentation & Problem-solving Skills.
- Expertise in all phases of Software Development Life Cycle (SDLC) involving Analysis, Design, Development, Testing, Deployment, Implementation and Post implementation support.
- Having hands on experience in creating custom reports using SQL queries and SRS reporting.

Technical Skills

Technologies	Application Packaging/Repackaging and troubleshooting, Microsoft System Centre Configuration Manager 2012, Application Virtualization (App-V 5.1)
Tools	Flexera Admin Studio Install Shield, Repackager, Orca, Microsoft SCCM 2012 R2, Install Rite, Beyond Compare, App-V 5.1 Sequencer, Microsoft App-V Management Console, SCCM CB 1810, BMC Remedy Tool, VMWare, JIRA, Beyond Compare 4, Visual Studio 2015, SQL Server 2014, Colibri, Confluence
Programming Methodologies	PowerShell scripting, C#, JavaScript, HTML CSS, Batch Script VB Scripting
Operating systems	Windows 7,8,10, Windows server 2008 R2, Windows server 2012, Windows server 2012 R2, Windows Server 2016

Certifications Completed

- Microsoft Certified Professional on "**Programming in HTML5 with JavaScript and CSS3**".
- Microsoft Certified Professional on "**Developing Microsoft Azure Solutions (70-532)**".
- Microsoft Certified Professional on "**Windows Client (MD-100)**"
- **ITIL v4** certified.

Trainings Attended

- Trained on SCCM tool usage, Asp.NET and working of IT service portal and the SMT page (incidents handling page).
- Quality Management, Product liability and cyber security trainings conducted by Bosch.
- Trained with ITIL v4 certification.

Projects/Experience:

Company: Robert Bosch

Duration: From 11th January,2016 to 6th July,2022 .

Designation: Senior Software Engineer

Project 1:

SCCM	
Duration	Jan 2016 till October 2018
Technology	SCCM CB 1810 and PowerShell scripting.
Team Size	12
Role	Developer and Tester

Project Abstract:

- Software centre Configuration Manager, known as SCCM is a systems management software product developed by Microsoft for managing large group of computers running on various Operating systems.
- SCCM is an internal project and the tool is distributed on all the clients for silent installation and uninstallation of the software's (without user interaction).
- The software distribution happens via IT service portal (developed internally at Bosch) to the employees who request for it.
- The installation process is handled using PowerShell scripting and applications are created in SCCM and deployed in user's clients.

Roles\responsibilities:

- Understanding the customer requirements and their raw data and preparing the design document by analyzing the existing system.
- Implementing the design through PowerShell scripting.
- Creating collections in SCCM and deploying the software through task sequences.
- Involved in reviewing and executing test cases and test plans and troubleshooting the build issues in packages.

- Knowledge in defect lifecycle and Report tracking tools like JIRA.
- Organizing team and the status meeting for the project and personal improvement.

Project 2:

Automation Tool Creation for RBCM packages	
Duration	April 2018 till July 2018
Technology	SCCM CB 1810, PowerShell scripting,C# and SQL queries
Team Size	4
Role	Developer

Project Abstract:

- Automation tool was used to retrieve the basic data of each package among the user's machines.
- Basic data for example is Package name, RBCM number (unique number for each package), installation or uninstallation of the package, any registry entries for that package, etc.
- This tool when tried in user's machine would retrieve the packages existing in the machine.
- PowerShell , C# and SQL queries were used to develop this tool.

Roles\responsibilities:

- Retrieving the required data of the particular package (application) from the registry entries and doing a match with the requirement.
- If there is no package entry, then proceed with installation.
- If there was entry, then the package was installed.
- In case if the package needed to be uninstalled, then check for entry and proceed with uninstallation via CMI.
- Played a key role in development of the automation tool, still using that tool.

Project 3:

Client Base Security	
Duration	July 2018 till August 2019
Organization	Robert Bosch
Team Size	2
Role	Support specialist

Project Abstract:

- Client Base Security team used to provide 2 Factor authentication (2FA) password security, also used to provide separate data encryption (Entrust Intelligence or Entrust Security Store Login).
- This second level of security for the clients would help in more data preservation via 2FA login.
- Also, the data encryption would help users in sending encrypted mails and the receiver only could open the mail if there was the Entrust Intelligence installed on the machine.
- This service included in 2FA login issues, password forgotten issues, Entrust intelligence installation issues.

Roles\responsibilities:

- Identifying the type of error and requirement for the user and providing the exact solution.
- Expert level analysis is done based on the inputs from level 1 and level 2 groups.
- Communicating with the customer via remote connection and solving the issue.
- Communicating with the other level groups and providing suggestions for effective and quick delivery of services.
- Client meetings to discuss daily status updates on the project, highlighting major risks/issues and providing solutions for the same.

Project 4:

Azure chat Bot	
Duration	June 2019 till Aug 2019
Technology	Azure
Team Size	7
Role	Developer

Project Abstract:

- Chat Bots were created for the Bosch, to send reminders every Friday to submit timesheets and any other important messages to the users.
- These chat Bots were developed using Azure cloud platforms and Java language.

Roles\responsibilities:

- Was a part of the development of the chat bots using azure.
- These chat bots were used to send reminders via skype on important topics or compulsory every Friday to submit timesheets to all the associates.
- Due to time limitation, couldn't support more on this.

Project 5:

Level 3 support on SCCM	
Duration	Sept 2020 till date
Organization	Robert Bosch
Team Size	8
Role	Support specialist

Project Abstract:

- Level 3 support in Bosch is called as Client Base Technology group.
- Main aim is to provide support for the users regarding the software and the Hardware packages installation and uninstallation issues.
- User can request any package (software) required for them via ITSP (IT service portal) page.
- IT service portal provides various packages and various services necessary for the user.

Roles\responsibilities:

- Identifying the error of the package and issue in the incident requested and providing the solution or workaround for the same.
- Expert level analysis on the issue is done based on the inputs from the level 1 and level 2 Support teams.
- Communicating with the customer through remote connection using the BOMGAR tool and solving the issue.
- Collaborating with the different service owners and providing suggestions for effective and quick delivery of services.

- Communicating with other support teams for improving the service structure and minimize the further issues.
- Handling all the installation, uninstallation and application issues with the Software and Hardware packages. Also handling the windows OS updates issues and installations.
- Client meetings to discuss daily status update on the project, highlighting major risks/issues and providing solutions for the same.

Company: Fujitsu Consulting India

Duration: From 14th July,2022 till present.

Designation: Technical Service Engineer Expert

Project 1:

Application Packaging and repackaging (UKSS Project)	
Duration	July 2022 till October 2022
Technology	Flexera Admin studio, PVADT tool, PowerShell scripting.
Team Size	6
Role	Packager and Tester

Project Abstract:

- Working as an Application Packager.
- Analyzing the requirements and source files provided by the clients and based on the scope, creating MSI/MST/script for silent installation for pooled vdi & win10 desktops/laptops.
- Setting up application installation through install and uninstall scripts using Visual Basic scripts/batch scripting/PowerShell.
- Re-packaging legacy setup applications using Admin Studio, Install Shield.
- Creating applications using Transforms (MST) and installer silent switches as per the client's requirements using Install Shield/Orca.

Roles\responsibilities:

- Performing testing of the package set up on Windows machines.
- Coordinating UAT with the client.

- Creating Design Document, Runbook and Checklist, Release Notes with all descriptions related to the release package.
- Setting up applications in SCCM by creating applications ,packages, collections in SCCM.
- Distributing packages to distribution points.
- Creating Deployments for applications & packages.
- Testing of applications through SCCM and troubleshooting using SCCM logs

Project 2:

Application Packaging and repackaging (Natwest Project- Royal Bank of Scotland)	
Duration	October 2022 till Present
Technology	Flexera Admin studio, App-v 5.1
Team Size	7
Role	Packager and Tester

Project Abstract:

- Working as a Team Lead and Application Packager.
- Analysing the requirements and source files provided by the clients and based on the scope, creating App-v 5.1 packages /MSI/MST/script for silent installation for pooled VCSe,VCS & win10 desktops/laptops.
- App-V 5.1 experience - creating virtual packages using App-V 5.1 sequencer.
- Re-packaging legacy setup applications using Admin Studio, Install Shield.
- Creating applications using Transforms (MST) and installer silent switches as per the client's requirements using Install Shield/Orca.

Roles\responsibilities:

- Bearing the responsibility of Team Lead and managing the team and coordinating with the customers of the Royal Bank of Scotland.
- Performing testing of the package set up on Windows machines.
- Coordinating UAT with the clients.
- Creating Design Document, Checklist, Release Notes with all descriptions related to the release package.
- Staging app-v packages in Microsoft App-V management console.

- Actively participating in handling client calls/escalation meetings/requirement gathering meetings single handedly.
- Organizing team and the status meeting for the project and personal improvement.

PROFESSIONAL ACHIEVEMENTS:

- Got "**Best Employee**" Award from Robert Bosch.
- Got "**Best Team**" recognition form the client of Royal Bank of Scotland in Fujitsu consulting India.
- Got "**Bronze**" award in Fujitsu consulting India within 8 months of joining the organization for outstanding contribution to the project team as the team leader.

DECLARATION

I hereby solemnly confirm that all the information furnished above is true to the best of my knowledge and belief.

Date: 31/05/2023

Place: Bangalore