

Ashutosh Singh

Contact

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Skills

- SCCM Architecture
- Microsoft Azure
- Microsoft Endpoint Manager (Intune)
- Windows 10 and Windows 11
- Windows Updates Network Troubleshooting (VPN, DNS, DHCP, IP addressing)
- Microsoft Security Solutions (Microsoft Defender, Azure AD, MFA)
- Group Policy and Active Directory
- Virtualization Technologies
- Remote Desktop Services (RDS)
- Microsoft 365 Suite (Teams, SharePoint,

Results-driven IT professional with over 9 years of experience as an SCCM Administrator and a proven track record in managing, deploying, and troubleshooting software, patches, Operating Systems. Seeking a challenging role as an SCCM Lead to leverage my expertise in Microsoft technologies, cloud computing, and technical support.

Work History

Period	Designation	Organization
AUG 2018 - FEB 2023	Assistant Consultant	Tata Consultancy Services, Noida
DEC 2016 – AUG 2017	SCCM Specialist	FCS Software Solutions, Noida
SEP 2015 – SEP 2016	Specialist	HCL Technologies, Noida
SEP 2012 – SEP 2015	Associate Professional	CSC, Noida

Technical Experience

- Managed SCCM/MECM Infrastructure that includes CAS , Primary Sites, Secondary Sites, Database (SQL Servers), MPs, DPs, SUPs, WSUS, Cloud Management Gateway, IBCM etc.
- Worked on Windows PowerShell to create deployments and automate the Windows and SCCM administration tasks.
- Client health checks and remediation of client health issues.
- Active Directory and AD Group Policy management.
- Experience in Implementing and Managing Windows servers.
- Experience in Operating System Deployment (OSD), creation and implementation of Boot Images, OS Images, Task Sequences, Driver Packages and Applications in SCCM Deployment for Windows OS.
- Experience with generating monthly reports through SSRS and PowerBI create patching dashboard, client health dashboards and custom reports.
- Experience in Intune, Co-management.
- Active Directory, DHCP, DNS, IP Helpers
- Experience in creating HyperV virtual machines.
- Azure Administration, working on certification AZ-104.

- OneDrive)
- Backup Solutions and Disaster Recovery
- Data Protection Regulations

Software

- Microsoft System Center Configuration Manager (SCCM)
- Ivanti
- Microsoft Power BI
- SSRS
- Excel (for data analysis)
- HyperV
- RDP
- Microsoft SQL Server
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Microsoft Teams
- SharePoint
- Jira
- LogMein
- ServiceNow
- BMC Remedy

- Azure Shell, Azure Active Directory, Resources Group, Storage, Fileshares etc.
- Experience with Service Now, JIRA, Remedy and Remedyforce ITSM tools.

Roles and Responsibilities

- Served as subject matter expert on SCCM.
- Managed customer relations through excellent communication skills and helpful interactions.
- Setup Labs/Virtual Environment/SCCM Labs/Azure Setup, etc.
- Followed Change Management and Incident Management processes and met SLAs of 95% for Applications Deployment, 98% for Patch Deployment (Monthly/Out-of-Band/Third Party Patches) and SLAs for Incidents.
- Resolved issues and escalated problems with knowledgeable support and quality service.
- Provided reports for forecast analysis and ad-hoc reporting in support of decision-making
- Designed proactive preventive maintenance schedules to prevent unnecessary downtime and hardware faults.
- Trained and mentored junior staff on customer service strategies and techniques.
- Developed and implemented strategies to increase customer satisfaction and engagement.
- Worked varied hours to meet seasonal and business needs.

Education

B.Tech: Electronics and Communication

JSS Academy of Technical Education – Noida
2008-2012

Interests

- Endpoint Management
- Scripting
- Cloud Computing