

Curriculum Vitae

SUDEEPA. K.O

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CAREER OBJECTIVE:

To be associated as **IT PROFESSIONAL** with a progressive organization that gives me scope to update knowledge and skills, where I can utilize my experience & technical skills for the development of the company in the world of installation, maintenance, troubleshooting and Performance tuning.

PROFESSIONAL SUMMARY:

- Having **13+** years of total experience in **Information Technology Industry** with expertise in Architect, consulting delivery, Designing, Implementing, Supporting, Cloud Management & Service Delivery and managing Microsoft Solutions & Specializing in **SCCM Current Branch, Co-Management, Cloud Management Gateway, Windows Autopilot and MS Intune**.
- Currently working as **Technical Consultant** in **Western Digital**, Bangalore from 14th Feb 2022 to till date.
- Worked as **Technical Consultant** in **Mindtree Limited**, Bangalore from 18th May 2015 to 11th Feb 2022.
- Worked as **Software Engineer** in **Accenture Services Pvt Ltd**, Bangalore from 20th June 2013 to 13th May 2015.
- Worked as **Software Engineer** in **Accenture Services Pvt Ltd**, Bangalore deputed from PMR Management & Consulting from 30th Dec 2011 to 14th March 2013.
- Worked as **Customer Support Engineer** in **Net Access (India) Ltd**, from 1st April 2010 to 28th Dec 2011.

EDUCATIONAL DETAILS:

- **Bachelor of Engineering (BE)** in Information Science (ISE) from Visvesvaraya Technological University at Acharya Institute of Technology, with an Aggregate of **62.84%** during 2008.
- **P.U.C.** from Pre-University Board at Vidya P U College, Scoring **66.33%** during 2004.
- **S.S.L.C.** from KSSEB at Govt Junior College, scoring **65.92%** during 2002.

ACHIVEMENT:

- Received **Pillar** Award for **FY 2015-2020** for **5** consecutive year outstanding performance in **Mindtree Limited**.
- Received "**Master Mind**", "**A-Team**" and Spot on Award Multiple times in **Mindtree Limited** for expert thinking in Technology and for his commitment and dedication in making the project a Success.
- Received Accenture Celebrates Excellence (**ACE**) award for FY14 for Business Operations in **Accenture Service Pvt Ltd**.
- Travelled to client offices in overseas (**USA, UK, Europe, Singapore, Malaysia, China, Hong Kong, Philippines, Taiwan, Myanmar, South Korea, and Japan**) for consulting activities like Infra Architect, Consulting and Migration Activities.

TECHNICAL SKILLS:

Technology	Tools
Functional Areas	IT Consulting and Operations Management
Applications	SCCM Current Branch, Cloud Management Gateway, Co-Management, Windows Autopilot, Intune Administration, SCOM 2012, SCEP, MBAM 2.5 SP1, Adaptiva, MDT, WDS, WSUS 3.0, JAMF Casper Suite.
Operating System	Client OS: Windows 7/8/10/11, Mac OS. Server OS: Windows 2008, Windows 2012 R2 and Windows 2016 & 2019
Scripting Languages	VBScript and Windows PowerShell.
Cloud Computing	Azure AD, AD Connect, WVD, Azure SSPR, AWS Workspace, Intune Administration, Intune MDM, MAM and Windows 10 deployment (Autopilot). Office365, AD Migration & Consolidation, ADFS, Airwatch.
Re-Packaging Tools	Flexera AdminStudio InstallShield 2011, Wise Package Studio v8.0.
Virtualization	VMware Workstation, Hyper-V.
Database	MS SQL Server 2008, MS SQL Server 2014/2016, My SQL.
Other Tools	End User Support, Microsoft Deployment Tool (MDT), MBAM , Active Directory on Windows 2008, 2012 and 2016 Server operating System, MAC Operating System, ADMT, DNS, DHCP, Group Policy, IIS and Microsoft Azure, Quest Migration Tool

CORPORATE TRAININGS ATTENDED:

- Completed **MCSE & CCNA** course in IIHT, Bangalore.
- Completed “**ITIL 2011 Foundation**” training in Accenture.
- Completed “**System Center Configuration Manager 2012**” training in Accenture.
- Completed “Automating Windows Server 2008 Administration with **Windows PowerShell 2.0**” training in Accenture.
- Completed “**System Center 2012 Operations Manager**” training in Accenture.
- Completed “**Microsoft Azure training**” in Mindtree.
- Completed “**AWS Certified Solutions Architect**” external training.

CERTIFICATIONS:

- Completed “**AWS Certified Solutions Architect – Associate**” certification.
- Completed “**AZ-900 Microsoft Azure Fundamentals**” certification.
- Microsoft® **System Center 2012 Configuration Manager**, Configuring (70-243) with Microsoft Certification ID: 7271317
- Microsoft® **System Center 2007 Configuration Manager**, Configuring (70-401) with Microsoft Certification ID: 7271317
- Managing and Maintaining **Windows Server 2003** Environment (70-290) with Microsoft Certification ID: 7271317
- Completed **ITIL® 2011 Foundation** certification.

PROFESSIONAL EXPERIENCE:

Microsoft System Center products –Consultant & Architect

- ❖ Due-Diligence, Designing, Planning, and Implementing System Center Configuration Manager.
- ❖ Experience in gathering the Requirement, creating Architectural designs, Implementation, Pilot testing and migrations.
- ❖ Planning System Center Configuration Manager hierarchy and site system roles.
- ❖ Creating and managing Boundary Groups across one or more Distribution Points.
- ❖ Experience in Operating system deployment, Patch Management and software distribution using SCCM.
- ❖ Management of site communications. (Bandwidth, Senders, Secondary Sites, etc.)
- ❖ Role-Based Administration: Managing custom roles and security scopes.
- ❖ Planning and securing SCCM using security certificates.
- ❖ General monitoring of site health via SSRS, log files, and the SCCM console.
- ❖ Providing key technical support in day-to-day sustainment functions, but highly focused on SCCM Operating System Deployment (OSD)

- ❖ Strong knowledge of the end-to-end process of OSD and be capable of configuring OSD in a dynamic manner that can create flexibility in the deployment process.
- ❖ Worked on various other platforms like MS Intune, SCOM, SCEP, SCSM, Adaptiva, JAMF Casper Suit, Application packaging, MDT, WDS, WSUS, Exchange, O365, MS SQL Server, My SQL.
- ❖ Worked on various IT infrastructure Architecture projects & cross platform migrations such as AD Migration/Consolidation, Exchange 2013, Office 365, System center suite.
- ❖ Good understanding of the SCCM infrastructure including boundaries, site server roles, and parent/child relationships to troubleshoot SCCM related issues.
- ❖ Good experience in Win 10 / Win 7 OS Administration, MDT, SCCM reporting, PXE Boot and USMT deployment methodologies (ZTI, LTI).
- ❖ Knowledge of MS SQL to create or modify existing queries to accommodate management reports requests.
- ❖ Responsible for creating knowledge base for known issues.
- ❖ Backup and recovery of SCCM CAS, Primary and Secondary sites.
- ❖ Overseeing ITIL Process including Asset Management, Service Level Management, Issues Management, Configuration Management, Risk Management, Scope Change Management, Release Level Management, etc.

Co-Management, Cloud Management Gateway & Windows Autopilot:

- ❖ Setting up Configuration Manager Co-management to enroll the existing managed Windows 10 devices into Intune.
- ❖ Enroll all existing Windows 10 devices (Laptops and Desktops) to Intune
- ❖ Configured Windows 10 compliance policy in Intune and Conditional access to control MFA.
- ❖ Configured Cloud Management gateway solution to facilitate windows patching and remote support.
- ❖ Configured and Azure Self-Service Password Reset (SSPR) to enable users to change and reset their password through the portal.
- ❖ Configured Hybrid Azure AD-join in Controlled validation manner.
- ❖ Configuration Manager Co-management to be configured to offload the Windows 10 patching to Intune.
- ❖ Configured and enable Cloud Management gateway solution in conjunction with co management solution.
- ❖ Configured Client Apps, Office Apps, Device Compliance and Software Update workloads are switched to Intune for co-management.
- ❖ Created HLD and LLD for Co-management & CMG.
- ❖ Define Windows 10 enrollment method using co-management & Hybrid Azure AD
- ❖ Windows Autopilot solution enables an IT department to achieve to set up and configure new devices with little to no infrastructure to manage, with a process that is easy and simple.
- ❖ Intune can push policies, settings, and configuration to the device, and install Office 365 and other apps without IT ever having to touch the device or apply a custom image to the device.

Adaptiva OneSite - Content Distribution Management

- ❖ Adaptiva OneSite is completely changing the rules of the systems management game. With OneSite, your worldwide infrastructure is already deployed.
- ❖ Eliminates all DPs - OneSite server acquires packages directly from the Site server and serves out the first copy directly to the first client. All subsequent downloads are from one client to another.
- ❖ Send systems management traffic over the WAN at unbelievable speeds, and never interfere with business traffic.
- ❖ IntelliStage - IntelliStage makes OneSite's content push a breeze by intelligently identifying the most highly available machines at each location.
- ❖ It automatically manages the client caches for the whole branch office, and there is never a need to manage the cache manually.
- ❖ OneSite is meant to be a solution for all kinds of SCCM data, including SCCM Policy, all types of Inventory data, and Status messages, in addition to Packages.

App Packaging:

- ❖ Understanding the business functionality & Analysis of business requirements.
- ❖ Evaluating/Validating the requests, which includes the picking up the request, downloading of source from onsite servers to local servers and then evaluating the request to verify and validate against the given install instructions by client.
- ❖ Creating the Folder structure as per the standards.
- ❖ Packaging the Applications which include creating the MSI/MST from the given source using Flexera Admin Studio Installshield 2011.
- ❖ Testing the Packages, which include doing a Quality Check on the created Packages. In the process the packages are tested for the compliance with CLIENT policies and procedures & CLIENT standards.

Other Roles & Responsibilities:

- ❖ Experience in Installation, configuration, and administration on Window 2016, 2012, 2008 servers and SCCM 2016, 2012 and 2007 platforms, and Active Directory, DNS, DHCP. Experience on AD, O365 & SCCM Consolidation / Migration projects from medium to large enterprise customers.
- ❖ Experienced in various Migration projects which involved Desktop, AD, MS Exchange, and Skype for Business
- ❖ Worked on various IT infrastructure Architecture projects & cross platform migrations such as AD & O365 Migration/Consolidation, Exchange 2013, Office 365, Intune, System center suite.
- ❖ Worked on various other platforms like MS Intune, Azure AD, Intune Autopilot, SCOM, SCEP, SCSM, Adaptiva, JAMF Casper Suit, Application packaging, MDT, WDS, WSUS, Exchange, O365, MS SQL Server, My SQL.
- ❖ Configuration and administration on Adaptiva one Site including SCCM Policy, all types of Inventory data, Policy Creation and Content Publish.
- ❖ Executed various migration projects: SCCM Migration, Microsoft Intune, Active Directory Migrations, Windows Server Migrations, Windows Workstation Migration, Email Migration (MS Exchange to O365)

AWS Workspace:

- ❖ Install, deploy, and configure VDIs on AWS Cloud (Amazon Workspaces) including monitoring of each Virtual Desktop deployment.
- ❖ AWS Account Setup, Firewall, Network & AD Connect Configuration
- ❖ AWS WAM setup and packaging deployment strategy
- ❖ Build Windows 10 master image on a VM (BYOL Method)
- ❖ Install necessary applications like Core Apps to include in the image.
- ❖ Optimize the master image, set firewall rules, Create Windows 10 image bundle.
- ❖ Create & configure images & bundles, Test the Windows 10 virtual Desktop.
- ❖ Deploy Windows 10 for set of early adapters & Verify test cases for the multiple build.

Microsoft Azure (Intune Consultant)

- ❖ Expertise in Design, Implementing and Deploying Intune for Mobile and Windows devices.
- ❖ Configuration of MDM and MAM, Configuration of Device enrollment, Profiles and Policies
- ❖ Design, Implementation and Deployment of Windows Autopilot configuration
- ❖ Deployment of Application Creation and Deployment/Assignment
- ❖ Expertise in Windows patching via Intune, Reporting and Endpoint Analytics
- ❖ Experience in Azure Administration (Azure Active Directory, Conditional Access Policies, MFA and SSPR), Azure AD Connect
- ❖ Documentation on Assessment Reports, HLD, LLD, Build, Run book and BAU Handover

PERSONAL DETAILS:

Father's name	: Onkaramurthy
Date of birth	: 27-03-1987
Gender	: Male
Nationality	: Indian
Passport	: Z5335051, (DOI: 01/03/2019, DOE: 28/02/2029)
VISA	: US-B1, (DOE: 16-Nov-2027)
JAPAN	: Business Visa (DOE: 21-Nov-2024)
Languages Known	: Kannada, English and Hindi.
Hobbies	: Playing cricket, Table Tennis, Swimming, Listening Music.

DECLARATION:

I hereby confirm that the detail given above is true to the best of my knowledge.

Place: Bangalore

Date:

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