### CURRICULAM VITAE

### http://www.dflock.co.uk/cv/C:\Users\hp\Desktop\dharam pal\img20210610_20074941.jpg

###  Dharm Pal

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**PROFESSIONAL SYNOPSIS**

I am looking for a position in an environment that offers increased benefits for me and my family, and the opportunity to help the organization advance efficiently and productively.

My goal is to obtain a dyamic, challenging opportunity that contributes to the outstanding success of the 6+ years Information Technology experience from various global industries.

**TECHNICAL SKILLS**

* Around 6+ years of experience in Microsoft System Center Configuration Manager (SCCM) 2010, SCCM CB.
* Installing SCCM clients with Client-Push, Manual installation and good experience in Trouble shooting.
* Creating boundary and boundary groups.
* Create Custom collections based on the requirement.
* Modification of Task sequence based on customer requirement
* Offline Image servicing for the windows 10 Image.
* Driver Management through SCCM and integerating with SCCM Task Seqqunce
* Integerated MDT with SCCM for Zero Touch Deployment.
* Tracking Daily, Weekly and monthly Application and Package deployment status.
* Windows software updates distribution, deployment and troubleshooting.
* Expertise in Software Distribution (Package and Application Model) using SCCM and troubleshooting deployment failures.
* Test and deploy the images for infratucture testing and fix issues.
* Having hands on experience in creating custom reports using SQL Queries.
* Designed and developed Windows OS (Windows7, 8.1 and 10 builds – 1709, 1803, 1909 and son on) Images for multiple customers
* Creating packages, programs and deploying software(s) to clients.
* Troubleshooting Software Distribution issues.
* Created custom reports as business requirements.
* Application creation, deployment and troubleshooting.
* Working on SCCM Inactive/No status machines and fixing SCCM client issues.
* Documenting current SCCM procedures and work instructions.
* Worked on Distribution Point Role Installation and replicating packages to the Distribution Point through PowerShell script or VB Script.
* Well Experience in troubleshooting of patch failures through Log analysis from client side.
* Resolving the end user incidents or requests based on priority with in SLA.
* Attending the maintenance calls by the users and daily status meeting with Team.

**PROFESSIONAL EXPERIENCE**

**Current Employment: - Pride Hub Services.(Hyderabad)**

 **Designation:- Senior System Engineer**

**Duration: - 5 January 2017 to till date.**

**ROLES & RESPONSIBILITIES**

* Monitor SCCM day to day health checks.
* I have good experience on SCCM Infra Servers, SCEP and Windows Defender on servers.
* Well Experience in troubleshooting of patch failures through Log analysis from client side.
* Preparing process and work procedure documents.
* Creating custom queries and reports as per the customer requirement.
* Maintaining overall health of SCCM infrastructure.
* Setting up the PXE Environment for the customer
* Driver Management for Lenovo and Surface pro models and required troubleshooting
* Creation and Modification of Windows 10 TS
* Upgrading the windows 10 using Feature update.
* Customization and applying scripts based on customer requirement in TS
* Support L1 Team and escalating issue on Imaging and software distribution by Service desk.
* Deploying Applications, packages and Task Sequences and Windows updates using SCCM.
* Performing regular patch management through SCCM.
* Working knowledge of an HP Service manager tool such as Remedy, to manage incidents,
* Documenting current SCCM procedures and work instructions.
* Worked on Distribution Point Role Installation.
* Performing SCCM Packages Pre-stage Content, Robocopy and Packages extracting in Non-business hours.
* Software Updates Deployments using SCCM Monthly and Critical Patch Deployment using SCCM as per the schedule.
* Software updates with SCCM 1710 (every 2nd week of the month Pilot, UAT testing and General Production environment).
* Maintaining Location Patch Compliance 95% or above.
* Perform daily checks on the SCCM environment and troubleshoot any issues identified during same.
* Document the steps taken to resolve the issues and share knowledge/information across the team.

**ROLES & RESPONSIBILITIES**

* Working as IT Engineer, Hardware & Software troubleshooting. LAN Interfaces, Troubleshooting and Maintaining of Desktop/Laptop PC’s.
* Knowledge video conferencing and audio conferencing.
* Configuring of Network Settings such as IP Address, Internet Settings. Installation, Configuration and troubleshooting of MS Outlook, Outlook express
* Installation, monitoring and troubleshooting antivirus system in all network systems.
* Troubleshooting installation, support for Windows Operating System (Windows7/8)

**EDUCATIONAL QUALIFICATION**

* **B.sc.(N.M)** from **MAHARSHI DAYANAND UNIVESITY ROHTAK IN 2016.**
* Intermediate from **H.B.S.E** with Science Stream in **2012**.
* 10th from **H.B.S.E** in **2010**.

**PERSONAL INFORMATION**

Alternate Mobile no. and Email Address:- 7988746598, dharampalg021@gmail.com

 Permanent Address-:– Village - Mirapur(Miranpur)

Post Office – Baghola, Distt & Teh - Palwal, Haryana 121102

Fathers Name: -Prem Chand

D.O.B: - 21st May1992

Marital Status: - Married

**Declaration-:**

*I HEREBY ACKNOWLEDGE THAT THE INFORMATION GIVEN ABOVE IS TRUE TO*

*THE BEST OF MY KNOWLEDGE*

**Date:**

 **(Dharm Pal)**

**Place**