**Naveen E**

**Mobile: +91-7013035641**

**Email: naveene2928@gmail.com**

**MECM/INTUNE Administrator**

**Microsoft Certified:70-703 & MD 100&101&102**

# **Summary:**

Having **5+** years of experience in MECM Administrator. Currently working as a **MECM Admin** with

Strongly self-motivated and quick learner.

# **Professional Summary:**

* Having **5+ years** of extensive experience with **MECM 2012.**
* Having experience in MECM2012 design and implementation.
* Installing and configuring MECM 2012 Standalone Primary servers.
* Installing and configuring Secondary site servers and MECM DP role servers.
* In-depth knowledge of MECM 2012 Client installation, Software distribution, Patch Management, ADR remote control, and other MECM issues.
* Expertise in MECMAdministration**,** deployment.
* Troubleshooting the Desktop applications.
* Proficient in providing user support and training.
* Having experience in Patching, software distribution and other MECM feature.
* OS image creation using tools such as SYSPREP, DISM, WDS, WAIK, and MDT ADK.

## Technical Skill Set:

* Server OS : Windows server 2008/2012/2016/2019
* MECM Tools : MECM 2012, AD,
* Operating Systems : Windows 7/8/10/11
* Data Base : SQL server 2012/2014/2017
* Virtual Technology : VM Ware and Citrix , Hyper- V
* Tools : Right Click Tool ,Software Center ,Ping Info

## DETAILS OF PROFESSIONAL HISTORY

**T Systems ICT India Pvt Ltd.**

**Role: Senior IT consultant.**

**October 2022 to Present**

**Roles & Responsibilities:**

* Hands on experience on CB Upgrade, recently has upgraded from 2111 to 2203.
* Managing whole MECM infrastructure, which contains 7K+ clients.
* Packaging applications according to Client standards within SLA.
* Creating software Packages/Applications for distribution and deploying to clients.
* Handling UAT’s, mass deployments, publishing applications to Software Center.
* Having good experience in Software Distribution Management and Patching
* Handling Software updates including both Microsoft and third party updates.
* Performing client health checks, troubleshooting deployment failures on clients and actively monitoring the enforcement reports.
* Hands on experience on Feature Upgrades deployments and troubleshooting.
* Managing Patch Management, deployments and Task Sequence using MECM.
* Monitoring SQL based and file based replications and troubleshooting.
* Creating packages/applications, collections and advertisements for MECM.
* Testing of applications/packages deployed through MECM and troubleshooting.
* Troubleshooting escalated issues from the patching and packaging team.
* Creating and generating Custom reports through Report Builder for compliances and audits.
* Submit the regular security patches and deployment reports to the respective leadership team.
* Have knowledge on SQL queries and Basic knowledge on PowerShell commands to automate repetitive work.
* Raising Change Requests for any new changes to the infra using Remedy tool.
* Maintain Antivirus software's with updated versions to enable higher end level.
* Work on client remediation to improve patch compliance 95 % on Reporting.
* Resolve issue on server for WSUS sync, SUP component server.
* Already worked on Manual Patching, now working on ADR.
* **Knowledge on Microsoft Intune.**
* Create Intune User groups with direct and dynamic Memberships
* Create Intune device groups with direct and dynamic Memberships
* Intune win32 application deployment Apps and troubleshooting.
* Deploy Company Portal to all devices
* Check windows autopilot status from client side and server side
* Configure Windows Defender Antivirus via Intune
* Create policy for bit locker via Intune
* Configure Update rings for windows.

**ITC InfoTech India Pvt Ltd**, **Bangalore**.

**Role: Associate IT consultant.**

**2021 June to October 2022**

**Roles & Responsibilities:**

* Hands on experience on CB Upgrade, recently has upgraded from 1906 to 2006.
* Managing whole MECM infrastructure, which contains 9K+ clients.
* Packaging applications according to Client standards within SLA.
* Creating software Packages/Applications for distribution and deploying to clients.
* Handling UAT’s, mass deployments, publishing applications to Software Center.
* Having good experience in Software Distribution Management and Patching
* Handling Software updates including both Microsoft and third party updates.
* Performing client health checks, troubleshooting deployment failures on clients and actively monitoring the enforcement reports.
* Hands on experience on Feature Upgrades deployments and troubleshooting.
* Managing Patch Management, deployments and Task Sequence using MECM.
* Monitoring SQL based and file based replications and troubleshooting.
* Creating packages/applications, collections and advertisements for MECM.
* Testing of applications/packages deployed through MECM and troubleshooting.
* Troubleshooting escalated issues from the patching and packaging team.
* Creating and generating Custom reports through Report Builder for compliances and audits.
* Submit the regular security patches and deployment reports to the respective leadership team.
* Have knowledge on SQL queries and Basic knowledge on PowerShell commands to automate repetitive work.
* Raising Change Requests for any new changes to the infra using Remedy tool.
* MS office Installation and Knowledge of MS-word Excel Power point outlook and team viewer configuration.
* Installation, configuration and troubleshooting of Cisco VPN client, Citrix client & VMware Client.
* Managed Laptop, Desktop and printer Companywide.
* Antivirus update & virus protection.
* Software troubleshooting update and patch installation.
* Basic Networking, Map drive, Data sharing.
* Remote desktop and Remote Assistance Taking Remote control through client System.
* Maintain Antivirus software's with updated versions to enable higher end level.
* Provided the Remote support & Net meeting support using following software Team Viewer, Remote Desktop.
* Provides escalation support for all application issues.
* Resolving network connectivity, installing software on the clients and configuring user profile like outlook.
* Managing issues in Azure registration, Office 365 in desktop level.

# **Cognizant It Solutions Kolkata.**

**Role: Sr. System Engineer**

**2018 Nov to 2021 June**

**Roles & Responsibilities:**

* Creating Boundaries, Boundary groups and Discoveries.
* Installing Management Point (MP) and Distribution Point (DP).
* Creating different type of collections - Direct Rule, Category Role, Query based, Include and Exclude collections as per the requirement.
* Installing Application CatLog website and web service Roles for Application Management.
* Configuring Client Settings for Application Management.
* Software distribution –Creating Packages/Applications and Programs/Deployment Types& Advertisement/Deployment.
* Distributing the content and troubleshooting failures.
* Working on content distribution issues.
* Good Knowledge in Software Inventory and Hardware Inventory Process flow.
* Monitoring Application deployment through Reports.
* Troubleshooting Application deployment failures.
* Installing Software Update Point Site System Role, WSUS and configuring.
* Patch Management – Creating SUG, downloading updates, distributing patch package and testing – Alpha, Beta and Production deployment.
* Working with Automatic Deployment Rule (ADR).
* Working on patch remediation.
* Generating the Weekly & Monthly reports and submitting them to clients.
* MS office Installation and Knowledge of MS-word Excel Power point outlook and team viewer configuration.
* Installation, configuration and troubleshooting of Cisco VPN client, Citrix client & VMware Client.
* Managed Laptop, Desktop and printer Companywide.
* Antivirus update & virus protection.
* Software troubleshooting update and patch installation.
* Basic Networking, Map drive, Data sharing.
* Remote desktop and Remote Assistance Taking Remote control through client System.
* Maintain Antivirus software's with updated versions to enable higher end level.
* Provided the Remote support & Net meeting support using following software Team Viewer, Remote Desktop.
* Provides escalation support for all application issues.
* Resolving network connectivity, installing software on the clients and configuring user profile like outlook.
* Managing issues in Azure registration, Office 365 in desktop level.

## Educational Qualifications:

* **B Tech** from Jawaharlal Nehru technological university, Anantapur in 2017.

**Place: (Signature)**

**Date: E. Naveen**