RESUME

Name   : Vaishnav K

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Career Objective:

To associate with a progressive Organization that provides me a scope to enhance my knowledge and skills with the latest technologies and become a part of a result-oriented team that dynamically works towards growth of organization and achieve satisfaction.

Professional Summary:

- Having **10.2** years of diversified experience in **SCCM Administration, EUC, Intune, Azure, JAMF** and Infrastructure Support in Windows Environment
- Provide 24*7 Support for production environments
- Handling **SCCM Client** installations & uninstallations and **troubleshooting** various issues on SCCM Client
- Maintaining SCCM **Reporting** console and checking the console reflections
- By using SCCM scan tool to identify the **healthiness** of the client and not installed systems to ensure the 100% client compliance
- **Security updates**/**Patch deployment** through SCCM Server
- Report generation and resolving the issues based on reports
- Implementation of **CAS, Primary, Secondary** sites
- Software distribution
- Creating **Applications**, **Packages** and **Collections**
- Maintaining SCCM **Patch activities**
- Working towards Non-compliance SCCM machines
- In depth knowledge of how **collections** have been created in console for the location
- Having installation knowledge on **SQL Servers 2012, 2014, 2016, 2017, 2019**
- Maintaining **Location Patch Compliance** 90-95% and above
- Installing and configuring the SCCM 2012/latest CB's Primary/Secondary Sites as per requirement
- Installing SCCM clients through **Client-Push, Logon Script, Group Policy,** and other methods
- Installation and configuration of **Boundary** and **Boundary Groups**
- Configuring discovery methods

- Software Updates with SCCM 2012/CBs (**Every 2nd week Tuesday** of the month Pre-Pilot, Pilot testing and General Production environment)
- **Knowledge on generating reports** for monthly Microsoft Patches and sending to security team for approval
- Deploying the approved security patches to respective servers by creating deployment templates
- Troubleshooting the patch failure machines and monitoring the enforcement reports
- Troubleshooting SCCM2012, CBs infrastructure issues like Management Point failures, Package Replication problems

- Managing SCCM Hierarchy, Management Points, Distribution Points and Software Update Points
- Good Knowledge in **Software Inventory** and **Hardware Inventory** process flow
- Understanding on reporting requirements and able to prepare and send reports on time
- Installation and configuration of WSUS
- Managing and troubleshooting software update synchronization related issues
- Having knowledge on Windows Server features and roles
- Coordinating with Packaging Team to collect requirement for software distribution
- Creating and deploying Security/Critical updates using SCCM to all Workstations, Servers
- Coordinate with Change management team to create and manage SCCM deployment related changes

Professional Experience:
- Working with JCPenney from October 2020 till the date as a SME, Senior Infra Engineer for SCCM/Azure/Intune/EUC/JAMF
- Working with Cognizant Technology Solutions from March 2019 to October 2020 as a Tech Lead for SCCM Infra Support & End User Computing
- Worked with ASM Enterprise Solutions Pvt Ltd. from September 2016 to March 2019 as a SCCM Administrator
- Worked with HCL Infosystems Ltd. from August 2013 to September 2016 as a Infra Support Engineer/SCCM

Educational Qualification:
- Diploma from Govt Polytechnic College, Thottada Kannur, Kerala with an aggregate of 72% [2010-2013]
- HSC from P.R.M.K.H.S.S Kolavalur, Kerala with an aggregate of 68% [2008-2010]
- SSLC from Chothavoor High School Champad, Kerala with an aggregate of 93% [2008]

Project - #4

Project Title : SCCM Infra Support & Maintenance
Organization : **JCPenney Services India Private Limited**
Duration   : Oct 2020 to till date
Role   : SME for SCCM&Intune/EUC/Azure/JAMF - Infra Support
Certification : Microsoft Azure Fundamentals (Certificate No: H560-4415)

Responsibilities:
- SCCM Infra Architecture and Management
- Working as a SME for SCCM infrastructure Intune End User Computing Azure and JAMF
- Creation of new sites planning and implementation
- Working on Critical Changes, Incidents and Requests by using "BMC Remedy" ticketing tool
- SCCM Sites Integration, Migration (2 Different Primary Sites to 1)
- Commissioning and Decommissioning of SCCM site system servers.
- Cloud Management Gateway (CMG) Implementation and Management
- Operating System Deployment Bare metal devices, wipe and reload, Inplace upgrade
- Ivanti,1E Nomad, Windows 11 UUP Management
- Bitlocker Implementation and Management via SCCM
- Leading SCCM & EUC Team

Project - #3

Project Title : SCCM Infra Support & Maintenance
Organization : **Cognizant Technology Solutions**

Duration   : Mar 2019 to Oct 2020
Role   : Tech Lead for SCCM&Intune - Infra Support
Certification : ITIL Foundation Certificate in IT Service Management [ITLV4] (Certificate No: GR671150115VK)

Responsibilities:

- Servers and Workstations Patch management by using SCCM
- Involving Site maintenance activities and DP, MP failure troubleshooting
- Software creation and distribution by SCCM through application and package methods.
- Monitoring the health of all SCCM servers.
- Handling & assisting SCCM L1,L2 teams & EUC teams.
- Working on Critical Changes, Incidents and Requests by using "ServiceNow" ticketing tool
- Working as a problem manager for fault management of SCCM server related issue
- Upgrading SCCM Current Branch environment and SCCM Clients to the latest version as per the release
- Commission and decommission of DP's as per requirement
- Creating Task Sequence with boot image and driver package, creating task sequence for package deploying it on SCCM client

- Intune Application Creation & Deployment/Assignment, Device/Profile Management, Software Update Management, Device/Profile Management, User Management, Conditional Access

Project - #2

Project Title : SCCM Support & Maintenance
Organization : **ASM Enterprise Solutions Private Limited**
Duration   : Sep 2016 to Mar 2019
Role   : SCCM Administrator

Responsibilities:

- Handling SCCM Client installations, uninstallations and troubleshooting issues on SCCM Client
- Configuration of different SCCM server roles
- Creation of direct and query-based collections as per the requirement
- Patch management by using SCCM
- Generation of queries and reports through SCCM
- Monitoring the health of all SCCM servers
- Software Distribution through SCCM and troubleshooting if any issues
- Managed, installed, and troubleshoot Active Directory
- Providing timely information and guidance for ASM project team and desk side support team to carry out their daily operation smoothly
- Conduct review meets with all the international carriers to smooth coordination between the organizations on troubleshooting aspect
- Installing and configuring Site Server Roles
- Installing Site Server Components
- Creating Primary and Secondary Site Servers
- Site-to-Site communication and setting firewall rules
- Installing Distribution Points and managing them accordingly
- Installing Microsoft security patches and critical updates to clients
- Setting Site Boundaries and modifying them according to the distribution of package.
- Creating Collections and modifying them according to the business requirement
- Using SQL queries for generating reports
- Creating Software Packages by using tools like Admin Studio, Install Shield and deploying them using Software Distribution

- By using SCUP downloading and installing 3rd party patches & Updates like Adobe, Java, and Mozilla, etc.
- Polling client agents like hardware and software inventory
- Performing SCCM post installation tasks
- Daily and Monthly client remediation activities
- Resolving issues related to SCCM clients by analyzing client logs
- Troubleshooting errors while installing different software packages
- Assigning Site Codes to the PC to receive automated updates from the servers
- Monitoring SCCM client and updating it accordingly with the released patches
- Resolving the technical errors of packages & applications by checking Event Logs
- Creating boot image for x86, x64 bit, operating system installer, driver package and deploying OSD through SCCM
- Creating deployment for Windows 10 Operating system and deploying on windows 7 OS and bare metal machines
- Assisting L1 & L2 teams on SCCM related issues
- Working on Incident Management with HPE Service Management remedy tool.
- Familiar with ITIL process
- Effectively involve in teamwork
- Providing knowledge transfer and training to new joiners

Project #1:

Project Title   : Support & Maintenance
Organization : **HCL Infosystems Limited**
Duration   : Aug 2013 to Sep 2016
Role   : SCCM Customer Support Engineer

Responsibilities:

- Strong aptitude in different OS installation, repairs, spyware and virus removal, hardware, upgrades, and troubleshooting
- Knowledge of methodology to run computer systems and to troubleshoot major computer equipment malfunctions
- Assist with desktop support engineers as requested
- Installing applications and troubleshooting hardware problems
- Handling SCCM Client installations & uninstallations and troubleshooting various issues on SCCM client
- Security updates/Patch deployment through SCCM Server
- Working on SCCM server 2012 for Security patches and update
- Maintaining SCCM Patch activities
- Having installation knowledge on SQL Server 2012
- Creation of programs, scripts which is used for Package and Application
- Performing software distribution by using Packages and Applications
- Generating SMS reports like Software/Hardware reports
- Managing and troubleshooting software update deployment issues
- Troubleshooting package/application deployment issues
- Expertise in troubleshooting the SCCM client related issues
- Basic idea of operating system deployment and task sequence
- Installation and configuration of Windows Live Mail, Mozilla Thunderbird, Microsoft Outlook and Outlook Express
- Installation and updating of Symantec, Cisco AMP, CrowdStrike antiviruses

- Dell Wyse Thin Client support and configuration
- Citrix Xen desktop support
- Daily URL status and functionality checking in different VLANs and in Citrix profiles.
- Expertise on troubleshooting Windows end-user/Windows environments (Windows 10/8.1/8/7)
- Knowledge and experience on SAP CRM ticketing tool

Strengths:

- Ability to work in groups as well as independently with minimal supervision
- Strong leadership, Interpersonal, Sincere and keen towards learning
- Fast learning, committed and able to work under pressure
- Received appreciation letter from HCL Client Mysore Paper Mills Ltd. for satisfying them with quick support
- Received JC Penney's Q2, 2022 competency award for outstanding achievements and excellence

Personal Information:

Father's Name	:	Mr. Vinodan K
Date of Birth	:	19th Feb 1993
Nationality	:	Indian
Marital Status	:	Married
Languages Known	:	Malayalam(R, W&S), English(R, W&S), and Hindi (R, W), Tamil(S), Kannada(S)

Declaration:

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

Place: Bangalore
Date: **Vaishnav K**