**Bharat Kadam** 9920546799 📱📱

**Windows + MECM Administrator** bharatkadam2@gmail.com 

Pune, Maharashtra



A dynamic professional with 13+ years of experience in IT Infrastructure Management, Windows server Administration, SCCM Administration, & Technical Support.

# CAREER SUMMARY

* Currently working as “Senior Administrator (Windows/SCCM)” in Fujitsu Limited.
* Overall 13+ years of working Experience in IT Infrastructure environment.
* Good knowledge of System center configuration manager deployment tool.
* Good knowledge of ITIL operations i.e. Incident, Problem, Change lifecycle process.
* Excellent communication, collaboration & team building skills.
* Proficient in grasping new concepts quickly & utilize them in a productive manner.
* Recognized ability to quickly establish and maintain good rapport with customers.
* Responsible for configure and test any new hardware and software.
* Completed internal training in Microsoft Endpoint Manager, Intune MD102.
* Basic knowledge on Microsoft Azure cloud.
* Completed Azure AZ-900 Fundamental training and certification
* ITIL V3 and ITIL 4 certified

# TECHNICAL/PROFESSIONAL EXPERIENCE

 **Company Name: Fujitsu India Pvt Ltd.**

**Designation: Technical Service Engineer (SCCM / Windows)**

**Duration:** July 2022 – till date

**Key Responsibilities –**

**Microsoft Endpoint Configuration Manager (MECM) / SCCM:**

* Giving support to 4500 machines.
* Change Management
* Incidents Management
* Troubleshoot on SCCM related issues (end user side)
* Second level and third level support for managing incidents, accept transfer and elevations of incidents, track progress and provide resolution.
* Windows patch management and troubleshooting on non-compliant machines.
* Fetching non-compliant report through SQL.
* Point of contact for issues related to patching and deployment activities
* OS upgrade and troubleshooting on non-compliant machines.

 **Company Name: Capgemini India Private Limited**

**Designation:** Consultant (working in multiple project)

**Duration:** September 2010 – July 2022

**Key Responsibilities –**

* Giving support to 16000 machines worldwide
* Change Management
* Incidents Management
* Troubleshoot on SCCM related issues (end user side or server side)
* Application deployment and troubleshooting.
* Second level and third level support for managing incidents, accept transfer and elevations of incidents, track progress and provide resolution.
* Windows patch management and troubleshooting on non-compliant machines.
* Fetching non-compliant report through SQL.
* Point of contact for issues related to patching and deployment activities
* Servers and endpoint protection using SCCM
* Disk Clean-up report
* Monthly Patching report
* Daily Monitoring task – Database SCCM services, inactive client, non- compliance servers, SCCM Site Status, SCCM component Status.

**SCOM: - L-2 support**

* Daily monitoring checks:- Gray agent status, DS servers status, management servers monitoring, data base server disk space monitoring
* Deploy management pack
* Delete Decommission servers from scom console
* Troubleshooting Gray agent servers and work
* Workgroup servers create request and install certificate

**Wintel Administrator**

* Managing infrastructures ( TWO Data Center with around **8000** Servers) and **185 esxi server and 4 four VCenters**
* Providing L3 level support for Windows server related issues for all the servers in the infrastructure.
* Taking the disk space report from **SCCM** console and assign the servers which are having less than 20% free space to team members and work on those servers. Reduced maximum incidents.
* Controlled shutdown and restart of services and dependencies
* Ticket Status Check and Update
* Perform Security Health Check of Windows servers and other compliance.
* Support to raising & implementing including the Patch management CRs in the Wintel infrastructure.
* Taking the Hardware failure report from **HPSIM** and fix all those issues every month with the help of our team and Remote Hardware support team.
* Incident/ Problem and Change Management with **ITSM,SERVICE NOW, BMC** Remedy tool.
* Providing support for various services  **Print services** to end users in various sites.
* Worked on TSM storage tickets which are the backup solution for all the servers.
* Worked with **RAID technologies for providing redundancy for the user and server data (RAID 1, RAID 5, RAID 6 etc.)**
* Performing Pre-checks for the upgrade activities including ILO checks, IML checks, Health checks
* Ensuring High availability of Server for business continuity including activities such as :
* MS clustering
* Troubleshooting Windows OS related issue.
* Working on Knowledge base creation for the **ITIL** project.  Working on test phase **ITSM** tool for **incident/ Problem and Change Management**.
* **Working on Major and minor Incidents and create PMR and communicate with Client**

**VMWARE ADMINISTRATION**

* Creating and Managing Virtual Machines and Templates & Performing Template Patching.
* Providing L2 level support for VM server related issues for all the servers in the infrastructure.
* Performing **Snapshots, Cloning, Cold Migrations and Hot Migrations**
* Creating Templates from VM’s, deploy VM’s from templates and allocate resources
* Monitoring of Virtual Machine’s & ESX servers (CPU, Memory, Disk and Network Utilization) for Security.
* Creating duplicate Virtual Machine’s using cloning technology (hot & cold).
* Migration of Virtual Machines using V-Motion..
* Creation of Virtual Switches, Ports and Port groups and setting up Layer 2 Security Policies for Virtual Networks.
* Troubleshooting issues relating to v motion such as compatibility issues with help of event log.
* Setting up Users and Groups for access to the Virtual Center.
* Root Cause & System Log Analysis and reporting.

# EDUCATIONAL QUALIFICATIONS

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| **EXAM** | **UNIVERSITY/ BOARD** | **Name of School/ College** | **Year of passing** |
| **B.Com** | University of Mumbai | University of Mumbai | June 2009 |
| **H.S.C.** | Maharashtra State Board | Jagruti junior collage gadhinglaj, Dist-Kolhapur | June 2002 |
| **S.S.C.** | Maharashtra State Board | Mahatma Gandhi High School Narewadi | March 2000 |

# PERSONAL DETAILS

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| **Name** | : Bharat Gangaram Kadam |
| **Gender** | : Male |
| **Date of Birth** | : October 04, 1984 |
| **Languages Known** | : Marathi, English and Hindi |
| **Hobbies** | : Playing Cricket, Listening Songs |
| **Marital Status** | : Married |
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I consider myself familiar with above-mentioned aspects. I am also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.

Yours ‘sincerely

**Bharat Gangaram Kadam**