**Shaik Sameera Nazneen**

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| **Contact No.:** +91-8977086042 | **Email**:naz.sha199431@gmail.com |
| **Objective** |  |

Enhance and expertise my skills that I have developed with my experience working with SCCM, various Windows Operating Systems and tools. Seek a position where I can use my skills and hardworking ability to obtain a challenging and professional position in the Information Technology with the possibility of career advancement.

Having good working experience on SCCM, Current Branch Configuration & Administration, Client push Installation, Software Distribution, Customized and Complex Reports, Patching and good in troubleshooting various issues.

# Professional Summary

* Having 5.7 years of experience in IT and good experience on SCCM 2012, Current Branch versions.
* Currently Working with **Virtusa Consulting Services Pvt. Ltd., India - Hyderabad** as a **SCCM Administrator** from December 2017 to till date

# Academic Details

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| **Qualification Category** | **Qualification** | **Subject** |
| Post Graduation | Master of Science | Mathematics |
| Graduation | Bachelor of Science | Computer Science |

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| **Skill Set** |  |  |
| Client OS | : | Windows 7, 8.1 and 10 |
| Server OS | : | Windows Server 2008 R2/2012/2016/2019 |
| Language | : | PowerShell 3.0 |
| Methodology | : | ITIL Framework |
| Skills | : | SCCM 2012 and Current Branch |
|  | : | Windows patch management using SCCM and WSUS |
|  | : | Application deployment and Asset management using SCCM 2012/ Current Branch |
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Key Technical Skills

* Installation, Configuration, troubleshooting of SCCM & Current Branch versions
* Configuring all roles for CAS , Primary and Secondary Sites of SCCM
* Troubleshooting the site systems and SCCM 2012 console & Current Branch versions
* Microsoft patches Deployments (Patch Management) in SCCM
* Creating collections, Applications & packages for Software distribution
* Creating Collections and Update List for Patch management
* Performing daily Health Check for SCCM environment
* Performing Current Branch version upgrades.
* Troubleshooting Inbox back logs issues
* Configuring various client settings and deploying on different collections
* Deploying the applications with Software Distribution
* Trouble shooting MP, DP & WMI related issues and its configurations
* Custom Reporting as per client requirements
* Backup and Restore of SCCM Site’s and SQL Database
* Troubleshooting SCCM2012 & Current Branch versions infrastructure issues like Management point failures, package replication problems.
* Software updates with SCCM 2012 every 2nd week of the month Pilot testing and General Production environment.
* Creating Site boundaries & good knowledge in creating & Designing SCCM Architecture
* Configuring Site boundaries and the Distribution points in the SCCM
* Configuring Software Metering rules and generating usage reports
* Monitors customer compliance to ensure that the product is fully deployed and functioning
* Troubleshooting for Software Distribution & Patch Management issues
* Performs system administration, including the creation of collections & deployments
* Generating weekly, Periodically & Monthly reports regarding Company Assets (Hardware & Software inventory)
* Working on ITIL based ticketing tool on BMC Remedy on Incidents Service Requests & CR’s
* Involved in document creation for internal and external use.
* Having experience in communicating with the clients directly for any assistance.
* Having knowledge on Powershell scripting
* Providing timely information and guidance for All support teams to carry out the daily operation smoothly

# Project Experience Summary

**Project #:**

**Company: Virtusa Consulting Services Pvt. Ltd., India - Hyderabad**

**Team Size**: 7

**Environment:** SCCM 2012 and Current Branch

# Roles and Responsibilities

* Designing and implementing SCCM2012 and Current Branch Versions Central Site, Primary Sites and Secondary sites in the hierarchy.
* Strong skills in SCCM2012 and Current Branch server installation, configuration & Maintenance.
* Good experience on Software distribution via SCCM2012
* Troubleshooting SCCM2012 and Current Branch client installation.
* Creating device collections using Query based membership rules
* Specialization in installation and configuration of Windows 2008, 2012,2016 and 2019 server.
* Analyzing the new features of the recent Service Packs and applying to the SCCM servers.
* Configuring Site boundaries and the Distribution points in the hierarchy.
* Generating various kinds of reports from SQL Server Database.
* Software distribution –Creating the collections, MSI Packages, Programs & Advertisement for Distributing Client’s standard applications.
* Patch management –Patch deployments and testing and also configuration and run through checklist for any patch deployments. Security & office patches management using SCCM2012 and Current Branch
* Working on ITIL based ticketing tool on BMC Remedy on Incidents Service Requests & CR’s
* Maintain SCCM2012 site systems like Management Point, Server locator Point, Distribution Point, PXE Service Point, State Migration Point, etc.
* Backup and Restore of SCCM2012, Current Branch and SQL Database.
* Monitoring the health state of all SCCM2012 Servers & services running on those servers.
* Generating the Weekly & Monthly asset report of all the systems using SCCM2012.
* WSUS configure and maintenance in server 2008,2012,2016 and 2019.
* Troubleshooting Package distribution issues to the DPs.
* Performing Daily Health check activity on SCCM2012 and Current Branch Environment
* Installation, Configuration, troubleshooting SCCM 2012& Current Branch versions
* Configuring all roles for CAS , Primary and Secondary Sites SCCM 2012& Current Branch versions
* Troubleshooting the site systems and SCCM 2012 console& Current Branch versions
* Microsoft patches Deployments (Patch Management) in SCCM 2012& Current Branch versions
* Creating collections, Applications & packages for Software distribution
* Creating Collections and Update List for Patch management
* Performing daily Health Check for SCCM environment
* Performing Current Branch version upgrades.
* Troubleshooting Inbox back logs issues
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* Troubleshooting for Software Distribution & Patch Management issues
* Performs system administration, including the creation of collections &deployments
* Generating weekly, Periodically & Monthly reports regarding Company Assets (Hardware & Software inventory)
* Good in troubleshooting in all areas and roles of SCCM 2012& Current Branch versions
* Working on ITIL based ticketing tool on BMC Remedy on Incidents Service Requests & CR’s
* Involved in document creation for internal and external use.
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* Providing timely information and guidance for All support teams to carry out the daily operation smoothly

# Ticketing Tool

* BMC Remedy and Service Now

# Personal Details

Name : Shaik Sameera Nazneen

Languages : English, Hindi & Telugu

Nationality : Indian

I hereby declare that the information provided by me is true and correct to the best of my knowledge.

Sk.Sameera Nazneen