**S Ravi Kumar** Mobile number: 8904259464

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**Carrier Objective**: To utilize my strong technical, analytical and communication skills in a challenging position in an IT Infrastructure Service Industry and contribute to the growth of the Organization in an effective manner overcoming challenging.

**Summary:**

* High Performance Leader with 15+ years of experience in IT with exposure to Consulting, Architecture Designing, Product Administration, Training, Support engagement and Escalation handling and proactive health assessment .
* Technical and process expertise over ***managing enterprise environment with leading electronic deployment tools like Microsoft System Center Configuration Manager Current Branch, Intune, Windows Server Update Services and Enterprise Endpoint protection tools like System Center Endpoint Protection , Office 365 Client Management .***
* ***Exposure on Managing end to end support for SCCM Support areas including Client Management, Patch Management, Software Distribution, Operating System Deployment , Data replication Services, Site Upgrade , Windows 10 Servicing , Endpoint protection , desktop Analytics , Cloud Management Gateway , Co-Management and Autopilot. For organizations like Salesforce.com , Bank or America and SAP .***
* ***Indepth knowledge on Intune MDM , MAM , Conditional Access , Compliance Policies , Custom Compliance Policies , GPO Analytics , Windows Autopilot.***
* ***Strong Experience in Intune devices enrolment, Autopilot enrolment concepts***
* ***End to end administration of Microsoft Intune for Android, iOS, and Windows 10 devices***
* ***Working knowledge of tools like devops to perform Sprints and tasks .***
* ***Colloboration is a key to the business , collaborating effectively with the teams to ensure customer gets timely resolutions .***
* ***Providing escalation of complex cases .***
* *A proven record of outstanding achievements. Focused on accelerated results, team building, strategic business planning and execution. I am a management professional, with the capability of directing an effective operation, through the application of planning, organizing, administration, and staff development.*
* *Ability to work in a Hybrid environment and partner with virtual teams*
* *Ability to work independently, multi-task, and take ownership of various parts of a project or initiative*
* *Ability to work under pressure and manage to tight deadlines or unexpected changes in expectations or requirements*
* *Proven track record of operational process changes and improvement.*

 **Work Experience**

**2018 – Present:**

**Technical Advisor / Intern Manager** with security compliance identity and management (SCCM /Intune/O365/MDM / MAM) Team for NA/EMEA/APAC Business for Microsoft Premier Business. Team size of 60.

* Working with Microsoft Premier / S500 Customer on modern device management solution, Microsoft Intune and cloud-based offerings including – ***MDM , MAM , Modern Application , Conditional Access , Configuration Profiles , Autopilot , CMG , Desktop Analytics , Bitlocker***
* *Working closely with team members* ***on driving higher CPE. Handling their escalations, on call engagements and sharing technical inputs.***
* ***Handling Technical and Political Escalation****. Ensuring the customer gets the right support engagement at the right time.*
* *Accredited* ***SME Level 200 on Software Updates, Site Upgrade and Software Distribution****.*
* *Presenting Technical* ***Papers, Knowledge Transition Sessions, Sharing inputs in Internal Alias for issues around Configmgr and new features on SCCM.***
* ***Working closely with Senior SEE and PG to understand the root cause.***
* *Trace analysis, SQL Profiler Analysis, Net Mon Analysis, Knowledge SysInternal tools, Procmon Analysis.*
* Creating Basic PowerShell script, Basic SQL Queries
* Delivering Trainings and triages for new topics including Windows 10 Servicing, Cloud Management Gateway, 3rd party Support in Configmgr
* New hire training helping them understand ConfigMgr and Intune . Conducting Triages for recent updates .
* Handling Escalation of Site Upgrade, Software Updates, Windows 10 Servicing, Office 365 Software update management, Office 365 client management.
* **Escalation Management & Customer Advocacy**
	+ Escalation point for the cloud customers in case of standard process breakdown. Liaison between Customers and Operations to deliver seamless service and assist in planning/coordinating major change activities.
	+ Establish critical metrics and reporting for monitoring and issue identification improvements across the enterprise
	+ Ensure that engagements conclude with fully satisfied clients that are willing to be references for new potential clients.

**Wipro Infotech (Working at client location )**

 Duration Nov 2016 – Jan 2018

**Delivery Lead** for shared delivery team having 15 resources and managing 2 accounts. The core technology support operations on SCCM, MDT , Intune across varied geographies. Project management & Delivery across all lifecycle phases is my principle deliverable across all clients. This involves complete ownership of the entire SCCM Infrastructure design, build & administration.

* Creation of customized report based on client requirement using report builder & SQL
* Streamline and strengthen SCCM 2012 operations to enhance the scope and quality of our service portfolio.
* Hand on experience in Project planning, breakdown of work structure, identifying the dependencies, Estimation of work, Resource planning, Project execution, Risk Management
* Design, develop, implement, and maintain IT policies and associated training plans for SCCM 2012 infrastructure administration.
* Manage global relationships with key vendors, and service providers & internal teams.

**Education First ( www.ef.com)**

 Duration Dec 2014 – 30th April 2016

* Managing SCCM infrastructure and providing Consulting Solutions to Team.
* **Completed migration of SCCM from 2007 to 2012 along with 500 + secondary sites.**
* Good knowledge of Current branch and win 10 deployment.

**Microsoft (Teamware)**

Duration May 2013 – November 2014

* Resolving SCCM related request\queries\issues raised by Microsoft Partners and Clients.
* Installed and configured IIS to validate the client communication to & fro the entire domain for clients\partners
* Administration is SCCM primary site server which includes server backup monitoring, SCCM component and services monitoring, disk space capacity planning, client health status monitoring etc.
* Planning and implementation of application readiness for Business Continuity Plan (BCP).

**Salesforce.com ( SCCM Core Tech )**

Duration July 2010 – March 2013

* Installed and configured SCCM 2007 Primary as per the requirement to get it reporting to central site.
* Deployed cumulative update in the entire SCCM 2007 infrastructure.
* Addition and maintenance of Boundary Groups.
* **Bank of America Continuum Solutions, Gurgaon**
* 5th Aug 2007 Joined as IT Analyst Operations
* 15th June ‘08 Promoted as Subject Matter Expertise
* 27th August 2009 Resigned from BOA
* **Genpact ( Dell India )**
* 16th Oct 2006 Joined as IT Analyst Operations
* 5th August 2007 Resigned from Genpact

**Role -**

Worked as a Dell hardware warranty queue tech providing quality customer service and handling technical queries for technology & telecommunications platforms for most Dell product & services..

**ACADEMIA**

* MCA regular from Bhilai Institute of technology ( 2003 -2006 )
* B Sc Electronics from St Thomas College ( 1998-2001 )
* Completed Senior Secondary (12th) in 1998 from MGM Bhilai.
* Completed (10th) in 1996 from SSS -4 Bhilai.

**CERTIFICATION**

* Modern Desktop Administrator Associate
* SC-900: Security, Compliance, and Identity Fundamentals
* MS-900: Microsoft 365 Fundamentals
* MD 100 : Modern Desktop ( completing )
* Az-900: Azure Fundamentals
* ITIL V4 Certified