**RESUME**

**Ankur Seth**

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**Profile**

**6+ Years of rich experience in Network and IT Operations. I have good understanding of Network infrastructure. I have exposure working with global customer and have always demonstrated commitment to skills and teamwork through positive contributions in the work, enhancements and support.**

**Currently working with HCL Technologies Ltd as SCCM Admin for Global client.**

**Work Experience**

**HCL Technologies Ltd**

**16 Dec 2021 – Present**

* Knowledge of SCCM client installation, software distribution, remote control, and other SCCM
* Expertise in SCCM Administration, deployment, packaging, network inventory, boundaries, installer and network designing.
* Experience in deploying, troubleshooting, and managing Bit locker encryption on Windows devices.
* Experience in using Microsoft BitLocker Administration and Monitoring (MBAM)
* Migration experience from Windows 7 /8 to 10
* Working with the team to automate the deployment process
* Strong understanding of SCCM with advanced knowledge of application deployment, patch management, operating system deployment, client and server maintenance, troubleshooting, and reporting
* Experience creating advertisements, collections, packages, applications within SCCM
* Must be able to troubleshoot day to day operations, performing monitor and tuning system performance, and providing administration, configuration, installation, deployment and maintenance.
* Hands on experience in MS Intune cloud for managing user Management, Application Creation and Deployment/Assignment, Service Administration, Mobile Application Management, Device/Profile Management, Conditional Access, Company Resource Access, Software Update Management
* Hands on experience for configuring & managing Windows autopilot & provide support.
* Creating and deploying OSD task sequence, deploy image to the clients
* Working on-call support as specific and weekends
* Experience supporting, implementing, and managing a windows workstation (desktop/laptop) deployment (Windows 7 / 8 Windows 10)
* Day to day administration of SCCM environment to include engineering new solutions as needed.
* Good experience in Microsoft Intune, to configure windows update ring policy, testing & deployment.
* Good experience in Microsoft Intune for managing Mobile device management, BYOD & Corp device management, configure polices, monitoring & provide end user support if required
* Desktop application management and deployment
* Work with engineering team to include imaging, application packaging development and deployments, new operating system planning, and office document management.
* Recommend and implement application and database solutions and enhancements to ensure an improvement in system reliability and performance
* Providing technical guidance to SCCM team and customer
* Provide Tier 3 support and worked on high priorities/escalated tickets
* Support EUC team also take care other responsibilities of Active Directory user management.
* Strong primary skills in SCCM Current Branch, SCCM roles (CAS, Primary, Secondary, MP, DP, SUP), Peer Cache
* Design and Implementation of SCCM primary, secondary and site system roles.
* Security Updates Distribution using SCCM 2012/SCCM2012 and manage Patch Testing and Patch Deployment change and Release Process.
* Software Deployment Process Knowledge on SCCM
* Knowledge on Mass Software Distribution, Collection Creation and Managing Advertisements
* Administration Knowledge on SCCM 2007/SCCM2012.
* Troubleshooting on SCCM/SMS 2003 Distribution failures and Validating Packaged Applications for Deployment Readiness.
* Design and deployment of solutions with Microsoft SCCM and Intune
* Use of Enterprise Management Systems including Patch Management, Software Distribution and Asset Management
* Should have a deep knowledge in Software distribution using SCCM
* Should be able to create custom scripts for gathering the inventory from clients
* Should be able to handle test and release of applications and Patches using SCCM
* Responsible for deploying of SCCM with CO management
* Technical and Professional Expertise Ability to Package, Stage and Deploy application using Intune
* Create Low-Level Design Documents, Technical Documentation and Report creation for multiple workplace services
* Migration/upgrade of SCCM server to latest Current Branch platforms
* Contribute to New-Builds/migration and upgrades
* Work closely with Technical SPOCS, Service owners and with architects to integrate with other technology solutions.
* Maintain and enhance engagement with business, IT partners, and other stakeholders for endpoint management activities
* Knowledge in PowerShell scripting for automating daily system administration tasks.
* Supporting a 24x7 corporate level business service including Executive level end users whenever required
* Flexibility in managing global processes and being always available on-call for emergency situations
* Develop and implement high quality support services, knowledge base content, best practices and methodologies
* SCCM 2007 Reporting and Custom Reporting for Deployment Penetration
* Knowledge on SQL Query creation for custom reporting.
* SCCM Asset Reporting and Reporting Software Usage, Maintain Deployment Calendar and License Validation process.

**Connectivity IT Services Ltd**

1. **December 2020 –12 November 2021**

* Extensive experience in the implementation, administration and configuration of SCCM Enterprise environment.
* Hands on experience in SCCM with OSD and MDT.
* Architects, create, deploy and maintain standard workstation images for desktops and laptops; fully automate zero touch build process.
* Should have knowledge in SCCM infrastructure, process and software update
* Hands on experience in Patching process and software distribution.
* Implements patch distribution management (desktop and server).
* Establish and maintain system configurations for the SCCM environment, including primary and secondary site servers and clients
* Hands on experience in managing large SCCM client infrastructure
* Checking system inboxes for backlogs and troubleshoot other SCCM related event tickets.
* Periodical health checks of SCCM environment
* Extensive knowledge in Client Health Check and troubleshooting.
* Handling SCCM Client installations and uninstallations and troubleshooting various issues on SCCM Client.
* Knowledge on MECM CB upgrade to current version
* Experience in creating custom boot image, SCCM task sequence, driver package.
* Experience in driver Injection to boot image based on Specific Make and Model
* Performing Upgradation tasks in the location
* Knowledge in Powershell or VB scripting
* **Able to communicate effectively at all levels of the organization, with internal or external customers, in written and oral format.**
* **Maintain smooth operation of multi-user computer systems, including coordination with network, software, and system engineers, PC desktop technicians, project managers, end users, and customer and IT management.**
* **Able to support multiple networks. Ensure necessary administration tasks are completed; direct others as necessary.**
* **Analyze internal or external customer requirements and determine equipment and software requirements for solutions to problems by means of automated systems.**
* **Recommend and implement system enhancements that will improve the performance and reliability of the system including installing, upgrading/patching, monitoring, problem resolution**
* **Test new releases of products to ensure compatibility and minimize user impact.**
* **Develop and document technical processes and procedures as needed.**
* **Make recommendations to purchase hardware, software, system components.**
* **Interact, meet, discuss, and troubleshoot issues with vendors; evaluate vendor products, services, and suggestions.**
* **Adhere to strict Information Systems security guidelines in all cases.**
* **Maintain security audit and logging information on all classified networked and standalone computers as directed**
* **Prepare security documentation for input to Computer Security.**
* **Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.**
* **Administrator desktop computers, printers, routers, switches, firewalls, phones, smartphones, software deployment, security updates, and patches.**
* **Diagnose hardware and software problems and replace defective components.**
* **Install computer peripherals for users.**
* **Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.**

**Future Soft**

**18 Oct 2019 – 26 December 2020**

* **Should have strong experience in SCCM 2007 & 2012 / version 1802, 1806, 1810 & 1902.**
* **Should have strong experience in Microsoft Intune (MDM) cloud solutions.**
* **Experience in design and installation of Microsoft System Configuration Manager**
* **In-depth knowledge of SCCM client installation, software distribution, remote control, and other SCCM issues.**
* **Expertise in SCCM Administration, deployment, packaging, network inventory, boundaries, installer and network designing.**
* **Experience in deploying, troubleshooting, and managing Bit locker encryption on Windows devices**
* **Experience in using Microsoft BitLocker Administration and Monitoring (MBAM)**
* **Migration experience from Windows 7 /8 to 10**
* **Supporting end user issues**
* **Working with the team to automate the deployment process**
* **Strong understanding of SCCM with advanced knowledge of application deployment, patch management, operating system deployment, client and server maintenance, troubleshooting, and reporting**
* **Creating advertisements, collections, packages, applications within SCCM**
* **Must be able to troubleshoot day to day operations, performing monitor and tuning system performance, and providing administration, configuration, installation, deployment and maintenance.**
* **Good experience in MS Intune cloud for managing user Management, Application Creation and Deployment/Assignment, Service Administration, Mobile Application Management, Device/Profile Management, Conditional Access, Company Resource Access, Software Update Management**
* **Good experience for configuring & managing Windows autopilot & provide support.**
* **Creating and deploying OSD task sequence, deploy image to the clients**
* **Experience supporting, implementing, and managing a windows workstation (desktop\laptop) deployment (Windows 7 / 8 Windows 10)**
* **Day to day administration of SCCM environment to include engineering new solutions as needed**
* **Good experience in Microsoft Intune, to configure windows update ring policy, testing & deployment.**
* **Good experience in Microsoft Intune for managing Mobile device management, BYOD & Corp device management, configure polices, monitoring & provide end user support if required.**
* **Desktop application management and deployment**
* **Work with engineering team to include imaging, application packaging development and deployments, new operating system planning, and office document management.**
* **Recommend and implement application and database solutions and enhancements to ensure an improvement in system reliability and performance**
* **Providing technical guidance to SCCM team and customer**
* **Provide Tier 3 support and have ready to be working on high priorities/escalated tickets.**
* **Software distribution and Monthly patch deployment.**

**HCL Technologies Ltd**

**1 Feb 2018 – 15 Oct 2019**

* **Handling SCCM for Infrastructure size of 1500+ servers and 15K Clients spread across various locations.**
* **Strong Knowledge of SCCM product suites (SCCM Administrator Console, Remote tools, Software Distribution, Inventory, Software Metering, SCCM Server components and Operating System Deployment, Desired Configurations management).**
* **SCCM Administration and Deployments for 15000+ User setup**
* **Knowledge in Active Directory.**
* **Security Patch & Compliance Policies Service Delivery**
* **Application & OS Deployment/Upgrade Management**
* **Application Packaging, Scripting and Deployment.**
* **Mobile device App publishing automation/workflow (Intune MDM), Settings Management**
* **Hands on Experience in troubleshooting of SCCM Complete Infrastructure servers and client issues.**
* **Hand on Experience on SCCM report generation via SQL and SSRS from SCCM database servers. Reports needed for MIS.**
* **Experience in service support and delivery of standard/approved updates, software distribution, OS Builds and associated components.**
* **Effectively handle all ITIL processes especially Incident, Change Management, Release and Problem Management**
* **Server and Endpoint Patching Software Metering Packaging and deployment Customize data collection and report OSD**
* **SCCM Sites, Distribution Points, SCCM Client management & maintenance.**
* **SQL Database management, maintenance & troubleshooting.**
* **SCCM Software Distribution, Patch Deployment, OSD tasks & related activities.**
* **Preparing reports & documentation as per organizations requirement for SCCM services & activities.**
* **Creation/Modification on SCCM Server Policies.**
* **Deploy Change Requests.**
* **CI creation and deployment.**
* **Configuring/Maintaining discovery methods.**
* **Manage P1 and P2 related issues.**

**Serco (Intelenet Global Services Pvt.LTD)**

**1 Aug 2015 – 30 Dec 2017**

* **Provide the End-User Computing (EUC) Services to support Customer's EUC Environment**
* **Managing and implementation of SCCM server 2012, 2016.**
* **Good technical troubleshooting, interpersonal skills.**
* **Provide support for SCCM server related issues as required.**
* **Provides direct technical support in Troubleshooting and implementing, the solution for global infrastructure.**
* **Assist Authorized Users with installation, configuration, and troubleshooting of integration of workstations with the Active Directory services.**
* **Assist in developing and maintaining key policies and procedures needed to effectively support the EUC Environment**
* **Installation & Configuration SCCM 2012, 2016.**
* **Installation of Standalone Primary site and Distribution points.**
* **Managing & Troubleshooting skills on SCCM 2012 and 2016 .**
* **Patch Management using SCCM.**
* **Handle test and release of applications and Patches using SCCM.**
* **Set various access controls on the SCCM console Provide query and report against the client hardware and software inventory using a reporting tool, SQL or SCCM queries.**
* **SCCM Client-Side Issue Troubleshooting**
* **MDT (Microsoft Deployment Toolkit) should be able to build, modify and capture custom windows 7 and 10**
* **SCCM OSD Task Sequence knowledge to upgrade client OS version (Win10)**
* **Analyze, optimize, and integrate applications and services**
* **Tier III support with in-depth knowledge of desktop/application troubleshooting**
* **Manage and monitor all installed systems and infrastructure**
* **Install, configure, test and maintain operating systems, application software and system management tools**
* **Proactively ensure the highest levels of systems and infrastructure availability**
* **Maintain security, backup, and redundancy strategies**
* **Participate in the design of information and operational support systems**

**Functional Skills**

* **Strong analytical, communication, presentation and documentation skills.**
* **Good client-interfacing skills, Customer and service focused approach.**
* **Knowledge of Microsoft Excel, Power Point**

**Software and Tools**

* **Working experience on ITSM tools : Service Now (SNOW) for managing incidents, change requests and service requests, BMC Remedy, HPSM**
* **Zabbix for monitoring Network**
* **MS –Office 2013 & 2016, MS- Excel, MS- Power Point**

**Academic**

**B.Com year of passing 2013**

**Other Professional Training**

* **Networking course CCNA R&S V3.0 200-125 Certification in Cisco 2017.**
* **Trained on ITIL Framework**
* **Microsoft - MS-Word, MS-Excel, MS-PowerPoint, MS-Outlook from NIIT in 2015.**
* **Diploma in IT from Real Computer Education (Govt of India) A Grade in 2014.**

**Personal Details**

**Name: Ankur Seth**

**Father’s Name: Late. G. P Seth**

**Date of Birth: 05 Nov 1990**

**Languages known: English & Hindi**