

Professional Summary:

Microsoft Certified Instructor and a detail-oriented professional with 9+ years of extensive experience in IT Infrastructure, MECM/SCCM(L3/L4), Intune, and Azure operations. Highly technical oriented and resolve issues with ease and patience. A Team player who is flexible, reliable, and adaptable to dynamic environments. Hardworking and self-motivated person to get the work done efficiently.

Technical Skills:

- Microsoft Endpoint Configuration Manager
- Microsoft Intune
- Windows Autopilot
- Software Update/Patch Management
- Agile Project Methodologies
- Design On-premises/Cloud Infrastructure
- Operating System Deployment
- Azure Virtual Desktop
- Windows/System Administration
- L3 and L4 Infra/Client troubleshooting

Experience:

Specialist - Cloud & Infra Management (Tech Lead) – LTIMindtree Limited.

December 2021 - Present

Hyderabad, TN, India

- Microsoft Certified Instructor for Microsoft's Service Delivery Projects – APAC and EMEA regions.
- Cloud Solution Architect for the below deliverables to Microsoft customers for Microsoft Endpoint Configuration Manager (SCCM) Project:

- WorkshopPLUS - MECM Troubleshooting Infrastructure
- WorkshopPLUS - MECM Troubleshooting Client Features
- On-Demand Assessments – Setup and Configurations – Including all Enterprise Assessments
- RAP as a Service & RAP as a Service Plus for MECM
- WorkshopPLUS - MECM Admin Concepts and Cloud Services
- WorkshopPLUS - MEM Advanced Concepts and Cloud Services
- Onboarding Accelerator - Deployment and Migration Assistance for MECM
- MECM Advanced Dashboards

- Technical Lead for L3 and L4 Break-Fix team managing all technical and configuration issues for Microsoft customers worldwide for MECM/SCCM and Intune project.
- Responsible for all escalated incidents in SCCM infrastructure including CAS/Primary/Secondary Server, DB server, WSUS Server and Domain Controller Pre/Post Migration activities.
- Extensive experience in creating and managing Microsoft Endpoint Management(Windows Autopilot, Windows Autopatch, Endpoint Analytics).
- Good knowledge in resolving technical issues within MECM Console, Co-Management setup, WSUS, Windows Server, IIS, MS Intune Admin Center, and Endpoint Protection.
- Worked in resolving issues with Certificates, Bindings and Communication methods in SCCM/Intune.
- Good knowledge in remediating issues with client registration, inventory, and reporting.
- Analyze logs to determine root causes and perform operational testing to ensure planned changes are implemented and new features are ready and supported.
- Expertise in coordinating/managing Stakeholders and Vendors.

IT Analyst – Mott MacDonald Pvt Ltd.

November 2020 – December 2021

Chennai, TN, India

- Senior Analyst in SCCM/Intune L3 Infra team handling Software, Application and OS Deployments.
- Experience in managing patching servers and end user machines as per requirement and policy.
- Expertise in managing and updating all End User Computing resources.
- In depth knowledge in software update management includes planning, deployment, troubleshooting and compliance.
- Experience in creating, managing, and modifying Task Sequences for OS Deployments.
- Hands-on experience in Monitoring SCCM Health for devices, servers and troubleshooting related issues.
- Good knowledge on creating and managing compliance policies via Intune.
- Monitor the service transitions and deployment to report any issues that may occur due to the transitions/deployment.

Senior Analyst – HCL Technologies

February 2019 – November 2020

Chennai, TN, India

- Resolve/fulfil all transitioned and agreed IT services aligned with IT Service Management in SCCM.
- In depth knowledge in Windows updates and Application deployments.
- Creating and deploying software packages including custom applications.
- Hands-on working experience in updating the OSD Task Sequence and network drivers.
- Hands-on working experience in custom SCCM reports for customer.
- Expertise in setting up DNS, DHCP, IIS, WSUS and its configuration.
- Hands-on experience in configuring AD Discovery, Boundary and Boundary groups.

Associate – Capgemini Technology Services India Limited

December 2016 - February 2019

Chennai, TN, India

- A Single Point of Contact in handling requests and incidents in SCCM and Clients.
- Hands-on experience in managing medium to large environment device management in SCCM.
- Expertise in Application and Package model deployments.
- Hands-on working experience in setting up site system roles.
- Expertise in onboarding, managing and removal of assets from domains in SCCM/Intune.
- Hands-on Experience in integration/troubleshooting of Windows servers and SQL DB's.
- Provided technical documentation for software deployments to aid in function customization.

E-Commerce Support Specialist – HCL Technologies

May 2015 - December 2016

Chennai, TN, India

- First point of contact for all Ecommerce Support Operations to adhere SLA targets.
- Experience in managing and delivering Support resolutions on time without compromising on quality.
- Expertise in researching, planning, and providing feedback for product issues reported by clients.
- Manage user accounts, including set up, removal, and resetting passwords to ensure compliance
- Research client's issues promptly and follow up with recommendations and action plans.

Technical Support Engineer – HGSL

August 2014 to April 2015

Chennai, TN, India

- Provide first-level technical support for network related issues along with focused delivery of services.
- Hands-on experience in TCP/UDP/IP protocols and Internet Connectivity.
- Assist customers with their login issues and account information.
- Accountable for daily, weekly, and monthly MIS reporting related to system maintenance activities.
- Worked with Documentation and QA teams as necessary to resolve product and document issues.

Achievements/Courses:

- Received 'STAR PERFORMER' Award for TWO QUARTERS in HCL Technologies, Chennai, TN, India.
- Microsoft Certified Instructor Recognition - First Class Delivered - Issued by Skillable.
- ITIL V4 and Agile Methodologies Courses Completed - Issued by Coursera.

Tools/Technologies:

- Operating System : macOS, Windows 10, 11, and Linux.
- Applications/Products : Citrix/Ivanti Workspace, AVD, Jamf Pro, VMWare, Hyper-V.
- Tools : MS Dynamics, ServiceNow, ITSM HP, BMC Remedy, CA Service Desk Manager and SysAid.
- Servers : Windows Server 2008 R2, 2012 R2, 2016, 2019, SQL 2016, 2019, 2022.

Education:

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| • Sathyabama University, Chennai, TN, India.
2014 - 6.39 (CGPA) | Bachelor of Technology |
| • Arul Malar M.H.S.S, Madurai, TN, India.
2010 - 56% | Information Technology |
| • Fusco's M.H.S.S, Madurai, TN, India.
2008 - 67% | Higher Secondary (12th) |
| | Computer Mathematics |
| | SSLC (10th) |
| | Matriculation |

Strengths:

- Well-developed abilities in Leadership and Team Player.
- Strong problem-solving skills.
- Interpersonal skills with groups and individuals.
- Excellent communication and presentation skills.
- Ability to deal with high-risk factors.

Personal Details:

- Current Address : C172, Lavender C Block, Embassy Residency, Perumbakkam, Chennai, India-100.
- LinkedIn Profile : <https://www.linkedin.com/in/prajanpaulraj/>

Declaration:

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

PRAJAN PAULRAJ.