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| **NAVEEN E** | | | | | |
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| **Objective:**  To work with Organization by maintaining a good cordial relationship with my superior and colleagues serving for the organization with my sincere efforts, to make sure that my work is always appreciated by my superiors and also improvement of skills on new technologies. | | | | | |
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| +91-8639839902  naveene2462@gmail.com  Bangalore Work Experience: **T-Systems ICT India Limited, Bangalore.**  (October 2022 - Till Date)  **Role : Sr. Consultant**  Worked as Sr.Consulatnt handling Infra and Patch management issues & deployments, troubleshooting & OSD  **ITC Infotech India Ltd, Bangalore**  (June 2021 – October 2022)    **Role : Associate IT Consultant**  Worked as Associate IT Consultant handling patch managements and application & package deployment troubleshooting issues and sccm client issues  **Cognizant IT Solutions, Kolkata**    ( November 2018 – June 2021)  **Role : System Engineer**  Worked as System Engineer handling patch managements and application & package deployment troubleshooting issues and sccm client issues Education: B Tech from JNTU, Anantapur, A.P. Technical Skills:  * Operating System **:** Windows 10 * Server OS  **:** Windows Server * 2012 & 2016 * SCCM Tools **:** SCCM 2103 * /2107 * Database **:** SQL Server 2016 * & SQL   Virtual Technology **:** VM Ware  Scripting Language **:** Power shell  (knowledge)  Tools  **:** Right click tools,  Client Center Project Detail:Project #2    * Client : Royal Bank of Scotland      * Project : Application Deployment Project * Organization : Tech Mahindra India Pvt Ltd. * Role : System Engineer  Project #1 **Project:**  Organization **T-Systems ICT India Limited, Bangalore.**  Designation  **:** **Sr. Consultant**  Duration  **:** (October 2022 - Till Date)  **Project:**  Organization **:** **ITC Infotech India Ltd**  Designation  **:** Associate IT Consultant  Duration (June 2021 – October 2022)  **Project:**    Organization **: Cognizant IT Solutions, Kolkata**  Designation  **:** System engineer  Duration  **:** ( November 2018 – June 2021) | | |  |  | Overall IT Experience Summary:  * Having **6** years of extensive experience with SCCM 2012. * Having experience in SCCM 2012 design and implementation. * Installing and configuring SCCM 2012 Standalone Primary servers. * Installing and configuring Secondary site servers and SCCM DP role servers. * In-depth knowledge of SCCM 2012 client installation, software distribution, patch management, remote control, and other SCCM issues. * Expertise in SCCM Administration, deployment. * Troubleshooting the Desktop applications. * Proficient in providing user support and training. * Having experience in Patching, software distribution and other SCCM feature. * OS image creation using tools such as SYSPREP, DISM, WDS, WAIK, and MDT ADK.  Roles & Responsibilities:  * Hands on experience on CB Upgrade, recently has upgraded from 2103 to 2111. * Managing whole SCCM infrastructure, which contains 85K+ clients. * Packaging applications according to Client standards within SLA. * Creating software Packages/Applications for distribution and deploying to clients. * Handling UAT’s, mass deployments, publishing applications to Software Center. * Having good experience in Software Distribution Management and Patching * Handling Software updates including both Microsoft and third party updates. * Performing client health checks, troubleshooting deployment failures on clients and actively monitoring the enforcement reports. * Hands on experience on Feature Upgrades deployments and troubleshooting. * Managing Patch Management, deployments and Task Sequence using SCCM. * Monitoring SQL based and file based replications and troubleshooting. * Creating packages/applications, collections and advertisements for SCCM. * Testing of applications/packages deployed through SCCM and troubleshooting. * Troubleshooting escalated issues from the patching and packaging team. * Creating and generating Custom reports through Report Builder for compliances and audits. * Submit the regular security patches and deployment reports to the respective leadership team. * Have knowledge on SQL queries and Basic knowledge on PowerShell commands to automate repetitive work. * Raising Change Requests for any new changes to the infra using Remedy tool. * MS office Installation and Knowledge of MS-word Excel Power point outlook and team viewer configuration. * Installation, configuration and troubleshooting of Cisco VPN client, Citrix client & VMware Client. * Antivirus update & virus protection. * Software troubleshooting update and patch installation. * Basic Networking, Map drive, Data sharing. * Remote desktop and Remote Assistance Taking Remote control through client System. * Maintain Antivirus software's with updated versions to enable higher end level. * Provided the Remote support & Net meeting support using following software Team Viewer, Remote Desktop. * Provides escalation support for all application issues. * Resolving network connectivity, installing software on the clients and configuring user profile like outlook. * Managing issues in Azure registration, Office 365 in desktop level. * Knowledge on Microsoft Intune.  Roles & Responsibilities:  * Creating Boundaries, Boundary groups and Discoveries. * Installing Management Point (MP) and Distribution Point (DP). * Creating different type of collections - Direct Rule, Category Role, Query based, Include and Exclude collections as per the requirement. * Installing Application CatLog website and web service Roles for Application Management. * Configuring Client Settings for Application Management. * Software distribution –Creating Packages/Applications and Programs/Deployment Types& Advertisement/Deployment. * Distributing the content and troubleshooting failures. * Working on content distribution issues. * Good Knowledge in Software Inventory and Hardware Inventory Process flow. * Monitoring Application deployment through Reports. * Troubleshooting Application deployment failures. * Installing Software Update Point Site System Role, WSUS and configuring. * Patch Management – Creating SUG, downloading updates, distributing patch package and testing – Alpha, Beta and Production deployment. * Working with Automatic Deployment Rule (ADR). * Working on patch remediation. * Generating the Weekly & Monthly reports and submitting them to clients.   **Naveen E** |
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