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## Career Objective:

Resourceful SCCM Administrator consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making. 16 years of progressive IT experience.

## Summary:

- ➢ 7 Years and 3 months experience in SCCM/MECM Administration.
- ➢ 7 Years and 5 months experience in End User Computing to support Dell/HP/Symantec Antivirus
- ➢ 2 years of experience in Computer Hardware and Networking.
- ➢ Overall 16 years of experience in IT/ITES/Hardware

## Professional Experience:

| Organization | Designation | Experience |
|---|---|---|
| Wipro Technologies | Lead Administrator (SCCM) | October 2021 - till current date |
| HCL Technologies Ltd | Specialist | May-2015 – May-2021 |
| Sutherland Global Services | End User Support | Dec 2006 – May 2015 |
| SG Computers and Services | Hardware and Network Engineer | Jan 2005 - Dec 2006 |

## Technical Skills:

| Technology | Tools |
|---|---|
| Operating system | ➢ Hands on Experience in Windows Operating System : Win10, Win 11 and Windows Server 2012/2016/2019 <br> ➢ Hands on Experience in AD/DNS/DHCP <br> ➢ Basic Knowledge in Power Shell |
| Ticketing Tools | ➢ Service Now and BMC Remedy |
| Application | ➢ SCCM CB2203 and ADK Tools |
| Tools | ➢ Insight VM (Vulnerability Monitoring Tool) –Run the vulnerability Scan <br> ➢ Bomgar - Remote Support Tool <br> ➢ Batch Patch, RV Tools and RDC Manager |
| Certification | ➢ Microsoft Azure Fundamentals (AZ 900) | Microsoft Certification ID: 990802973 <br> ➢ CCNA (Cisco ID : CSCO11318107 – Valid through Oct 2010) <br> ➢ Norton  Certified Technician for Norton Antivirus and Norton Internet Security 2011 |
| Intune | ➢ Beginner Level |

## Work Experience:

| Organization | Wipro Technologies |
|---|---|
| Designation | Lead Administrator |
| Duration | October  2021 – Till Date |
| Role | SCCM Administration (Infra Support) |
| Contribution | ➢ Managing entire SCCM Administration (Overall 6000 Workstations and 270 SCCM/DP Servers).<br>➢ Primary support for SCCM Server Management, Patch Management and Application Deployment<br>➢ Secondary Support for Windows Imaging (OSD: Windows 10).<br>➢ Handling request such as creating boundaries, Boundary groups, New Distribution Point etc.<br>➢ Configuration of Site system roles, DP, MP, SUP roles etc. |
| Certification | Completed Wipro People Manager L1 Program |

| Organization | HCL Technologies, Chennai |
|---|---|
| Designation | Specialist |
| Duration | May 2015 – May 2021 |
| Role | SCCM Administrator |
| Contribution | ➢ Managing entire SCCM Administration (Overall 3000 clients and 750 Servers).<br>➢ Primary support for Windows Patch management and Software Deployment (Servers and Workstations). Provide monthly reports of patching activity. Work with team to resolve patching issues and fix them.<br>➢ Secondary Support for Windows Imaging (OSD: Windows 10 2004). Assist Desktop Engineering Team with integration of imaging activities through SCCM<br>➢ Handling request such as creating boundaries, Boundary groups, New Distribution Point etc.<br>➢ Configuration of Site system roles, DP, MP, SUP roles etc.<br>➢ Managing Windows 10 Updates through Feature Update<br>➢ Managing M365 client update<br>➢ Handling SCCM Client installation. Troubleshooting various SCCM Client issues.<br>➢ Hands-on Experience in VM Creation for Testing the Operating System, Packages and Microsoft Patches.<br>➢ Manage SLA activities for P1, P2 ticket escalations and vendor follow-up.<br>➢ Proficient in Windows Operating Systems : Win 10, Win 11 and Windows Server 2012/2016/2019<br>➢ Working knowledge in ITSM tool (Service Now), to manage incidents, problems and submit change requests |
| Team Size | 4 |
| Tools Used | SCCM CB 2203 and ADK 10.1.19041 |

| Organization | Sutherland Global Service PVT Ltd |
| --- | --- |
| Designation | Subject Matter Expert (L2.5) |
| Duration | Dec 2006 – May 2015 |
| Role | Team Leader (End User Support – Technical) |
| Client | Dell Laptops and Workstations – End User Support for Indian Users |
| Contribution | ➢ Worked with Multiple Global clients (HP, Symantec & Dell) and provided Technical Support via telephone, email or chat.<br>➢ Resolve any technical issues through diligent research, reproduction, and troubleshooting. Technical Support for all Desktop related issues like Operating System, Drivers, Antivirus and third-party software's.<br>➢ Proficient in Operating Systems, Basic Internet, Hardware, Software, Networking components, Peripherals and email applications.<br>➢ Regular follow ups with customers with recommendations, updates and action plans. Escalate issues in a timely manner according to SOP.<br>➢ Document all technical inquiries; develop and review content for knowledge base. |
| Team Size | 12 to 15 |
| Tools Used | Remedy 5, LogMeIn, Lotus Notes and Client Tools etc. |

| Organization | SG Computers and Services, Chennai |
| --- | --- |
| Designation | Hardware and Network Engineer |
| Duration | Jan 2005 – Dec 2006 |
| Contribution | ➢ Building New Computers and Installing Operating System, Drivers and software like McAfee, Adobe reader, 7zip, MS Office etc.<br>➢ Configuring & installing different Hardware Components like Network Card, RAM, and Display Adapter etc.<br>➢ Computer Networking configuration, Printer Configuration & troubleshooting. |
| Team Size | 10 |

**Academic details:**

| Degree | Institution | Year | Percentage |
|---|---|---|---|
| Diploma in Navigation Engineering | Central Polytechnic, Chennai | Oct 1999 - Dec 2002 | 85% |
| Higher Secondary | Pachaiyappa's Higher Secondary School, Chidambaram. | 1999 | 59% |
| SSLC | Pachaiyappa's Higher Secondary School, Chidambaram. | 1997 | 74% |
| Diploma in Computer Hardware Technology | Trichy Regional Engineering College Science and Technology Entrepreneurs Park | Nov 2004 - Dec 2004 | First Class |

**Declaration:** I hereby declare that all the above furnished details are correct and complete to the best of my knowledge.

Date: December 2022
Place:  Chennai                                                                                                U.UdhayaKumar