ANGAD VEER SINGH KALA

DETAILS

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Noida
India

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SKILLS

Customer Service
● ● ● ● ●

Project Management Skills
● ● ● ● ●

Leadership Skills
● ● ● ● ●

Excellent Communication Skills
● ● ● ● ●

Multitasking Skills
● ● ● ● ●

Application Packaging
● ● ● ● ○

Problem Solving
● ● ● ● ●

Compliance and Security
● ● ● ● ●

SCCM
● ● ● ● ●

PROFILE

Accomplished Technical Operations Manager with over [10] years of experience in System Center Configuration Manager (SCCM) and application packaging. Proven track record of leading teams to successfully deploy, manage, and maintain enterprise-scale IT infrastructures. Reduced vulnerability exposure by 30-50%, lowers administrative overhead by 40%, and ensures compliance with security policies in my complete tenure till now. Adept at optimizing system performance, ensuring compliance, and enhancing user experience through efficient application delivery and system configuration management.

EMPLOYMENT HISTORY

Senior Specialist Techinical Manager, HCL Technoligies Infra pvt ltd
Noida

Jun 2018

- Lead a team of IT professionals in the deployment and management of SCCM infrastructure, ensuring optimal performance and availability.
- Oversee the creation and deployment of application packages, reducing software delivery time and improving user satisfaction.
- Implemented automated patch management processes, resulting in a increase in system compliance and security.
- Collaborate with cross-functional teams to align IT initiatives with business objectives, enhancing overall organizational efficiency.
- Conduct regular training sessions and workshops to keep the team updated on the latest technologies and best practices.
- Managed SCCM operations, including software updates, endpoint protection, and inventory management.
- Developed and maintained application packages for deployment across a multi-site network, ensuring minimal disruption to end-users.
- Provided advanced troubleshooting and support for SCCM-related issues, achieving a high rate of first-call resolution.
- Worked closely with stakeholders to gather requirements and deliver customized IT solutions that met business needs.
- Contributed to the development of IT policies and procedures, enhancing operational efficiency and governance
- Created and tested application packages for deployment via SCCM, ensuring compatibility and functionality across different environments.
- Maintained detailed documentation for all application packages, facilitating easy updates and troubleshooting.
- Collaborated with software vendors and internal teams to resolve packaging issues and implement new applications.
- Streamlined the application packaging process, reducing deployment times and improving reliability.
- Participated in regular audits to ensure compliance with corporate standards and industry regulations.

Specialist , Dell Technoligies India Pvt Ltd
Gurgaon

Mar 2015 — Jun 2018

- Diagnose and troubleshoot hardware and software issues for a diverse client base.

- Provide technical support and training to end-users on hardware and software usage.
- Conduct system performance tests and implement enhancements to improve efficiency.
- Manage network setups, including routers, switches, and firewalls.
- Ensure data security through regular updates and security protocols.
- Collaborate with the IT team to develop and implement innovative technological solutions.
- Worked with project managers to develop and implement strategies for cost savings and resource optimization

Network traniee, HCL Technoligies Infra pvt ltd   Noida
Aug 2013 — Mar 2014

- Monitored network performance and identified possible threats using network analysis tools
- Created and maintained detailed network documentation, including network diagrams and device configurations
- Updated and maintained the company's internal network infrastructure, resulting in improved network performance and reliability

EDUCATION

B Tech (Information Technology), University of Pune   Pune
May 2009 — May 2013

TOOLS

- **Tools:** SCCM,Bigfix, InstallShield, AdminStudio, PowerShell, VBScript
- **Operating Systems:** Windows Server, Windows 10/11
- **Other Tools:** Active Directory, Group Policy, SQL Server, VMware, Service Now, TDX