

# Abhishek Kumar

SCCM Administrator

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## Skills

Endpoint Protection



Patch management



Operating System Deployment



Reporting and Analytics



SCCM troubleshooting

Experienced professional with 4+ years in SCCM Admin, Customization, and Support, and 6+ years in the IT industry. Skilled in IT Infrastructure Services, IT operation, and other domains. Seeking a challenging role in a reputable company to leverage my extensive skills in a high-pressure work environment. Committed to driving positive contributions and enhancing profitability. Recognized for exceptional communication and relationship-building abilities. Highly adaptable and stable, with a strong drive for personal and organizational growth.

## Work History

**2022-03 - Current**

### SCCM Administrator (L2, SPE)

*Optum Global Solutions, Noida, India*

- Monitoring the overall functioning of processes, identifying improvement areas, and implementing adequate measures to maximize client's satisfaction level.
- Created collections for application and patch deployment
- Daily SCCM environment health checks and monthly reporting.
- Patch Management and Software Distribution.
- Creating detailed documentation on software configurations, deployment processed, troubleshooting tips and maintenance procedures for Administrators and help desk.
- Application / package creation & deployment as per client requirements and troubleshooting.
- Working knowledge of OSD as well.
- Troubleshooting Client Health Issues.
- Configuring configuration baselines.
- Stay up to date with the latest SCCM features, updates, and industry best practices.

**2019-07 - 2022-02**

### SCCM Administrator

*Advantum Health Private Limited, Noida, India*

- Working closely with Business to achieve project deadlines and helping business to understand the status of the projects by supporting them with the required compliance reports.
- Working closely with the team to manage and maintain the SCCM infrastructure environment and perform troubleshooting as and when required.
- Carrying out the Security patching management in the SCCM Environment for Client Operating Systems.
- Carrying Out troubleshooting of various issues including Software Distribution troubleshooting, Software Deployment troubleshooting, Patch Troubleshooting, Client Troubleshooting.
- Working on default and custom reports to suffice the compliance and other project requirements using SCCM.

**2018-04 - 2019-07**

## **Analyst**

*Pacific An Access healthcare Company, Noida, India*

- Analyzing, Reviewing, Processing and Adjudicating requirements associated with Insurance Policies include New Business/Renewal/Cancellation/Endorsement/ Imaging/reinsurance effecting request in different. accounts.
- Ensuring team members turn out to the maximum to perform necessary duties for day.
- Provides the training, feedback & mentoring to new joiners in process.
- Ensure frequent meetings with clients to understand requirements and their pain areas.
- Queries handling & follow-ups with contacted service center.

## **Education**

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**2013-06 - 2017-06**

### **B.E: Electrical, Electronics Engineering Technologies**

*RGPV - Bhopal, India*

**2011-05 - 2013-05**

### **Intermediate: PCM**

*BSEB - Patna, India*

**2009-04 - 2011-05**

### **High School**

*BSEB - Patna*

## **Operationsfunctionalresponsibilities**

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- Monitoring the overall functioning of processes, identifying improvement areas, and implementing adequate measures to maximize client's satisfaction level., Created collections for application and patch deployment., Daily SCCM environment health checks and monthly reporting., Patch Management and Software Distribution., Creating detailed documentation on software configurations, deployment processed,

troubleshooting tips and maintenance procedures for Administrators and help desk., Application / package deployment as per client requirements and troubleshooting., Application and Package creation., Working knowledge of OSD as well., Troubleshooting Client Health Issues., Configuring configuration baselines., Stay up to date with the latest SCCM features, updates, and industry best practices.

- Responsible for processing insurance application forms of all type of insurance policies, checking the accuracy of insurance application forms., Reviewing all documents attached with the application form with accuracy., Managing Operational process, including monitoring processing of documents in all portfolios., Provides the training, feedback & mentoring to new joiners in process., To ensure that the client mandated targets/deliverables are met and exceeded., Prepares the team MIS regarding the process related.
- Analyzing, Reviewing, Processing and Adjudicating requirements associated with Insurance Policies include New Business/Renewal/Cancellation/Endorsement/ Imaging/reinsurance effecting request in different accounts., Ensuring team members turn out to the maximum to perform necessary duties for day., Provides the training, feedback & mentoring to new joiners in process., Ensure frequent meetings with clients to understand requirements and their pain areas., Queries handling & follow-ups with contacted service center.

## Personal Information

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- Date of Birth: 06/29/95
- Marital Status: Unmarried

## Personal Details

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**Date of Birth:** 29/06/1995

**Marital Status:** Unmarried

## Certifications

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2018-02      Automation

## Languages

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English	<div><div></div></div> Advanced (C1)
Hindi	<div><div></div></div> Bilingual or Proficient (C2)
Bhojpuri	<div><div></div></div> Advanced (C1)

## Disclaimer

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I hereby declare that all the above-mentioned information is true and correct to the best of my knowledge and belief.