

Abhay Singh Virdi

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PROFILE

- Dedicated and highly motivated IT Professional with 6+ years of professional experience providing high-level IT technical services with the commitment of client satisfaction and a professional attitude.
- Skillful administration and troubleshooting expertise for a range of Microsoft OS and Windows Server products.
- Proficient in deploying, configuring, and maintaining applications, operating system, patches in Microsoft System Center Configuration Manager, Managing Intune.
- Proficiency in grasping new functional concepts quickly and utilizing them in a productive manner.

WORK EXPERIENCE

Concentrix Pvt Ltd, Gurugram April 2021 to Present

Project: Microsoft Enterprise Premier Support

Designation: Subject Matter Expert

As a Microsoft EPS engineer, I provide high-end technical support to system/network administrators working on Windows Servers and Windows Client OS, WSUS and SCCM/MECM. I engage with customers to understand their technical environment, use logs, and trace analysis, NetMon, ProcMon and other debugging tools to analyze the problem and arrive at a solution. This includes working with the product development group to fix bugs or design change requests. My role includes working on the following:

- Discovery methods in Configuration Manager.
- SCCM Alerts, Reports and Queries
- Site wide configurations (client settings, boundary, and boundary group configuration, etc.)
- Managing and configuring user and device collections
- Configuration Manager setup, migration, backup, recovery, and upgrade
- Configuration Manager console and its working
- Creating and Managing Boundaries and Boundary Groups
- SCCM site and client health monitoring and troubleshooting
- Applications and Software Packages creation, distribution, and deployment
- Software deployments through SUG and ADR

- Windows 10 upgrade through Servicing plan and Task Sequence
 - OS in-place upgrade and bare metal installation
 - Installation and configuration of PXE
 - Knowledge of driver catalog and driver injection on Boot Images
 - SCCM client installation, client-side issues, and troubleshooting
 - Knowledge of Active Directory, DNS, DHCP & GPO
 - Standalone WSUS and its troubleshooting
 - Understanding of site systems: Management Point, Distribution Point, Software Update Point, etc. and their components
 - Understanding of SCCM certificates and migrating site server to HTTPS ●
- Basic SQL server administration and maintenance and ensure regular backups.

Teleperformance, Gurugram (Sept 2018- Apr 2021)

Project: Adobe

Designation: Technical Support Advisor

- Installation of tools like Adobe Premiere Pro , Adobe After Effects , Adobe Audition.
 - Tracking the installation flow and working on installation failures.
 - Third party Patch Management (Adobe) on Windows devices.
 - Managed and maintained software updates, including planning and implementing software update groups and deploying updates to the Endpoints .
 - Worked with Windows Servers and Windows Client OS such as 2012 R2,2016,2019 and windows 08,10,11 respectively.
 - Worked on patch management with standalone Windows Server Update Services and when integrated with SCCM.
 - Troubleshot client issues with SCCM client installation and registration. ●
- Worked on SCCM configuration, various components and site system roles. ● Worked with Microsoft Project including support for customers on WSUS/MECM issues.

SABURI GLOBAL SERVICES PRIVATE LIMITED, Gurugram (Dec 2015- Mar 2017)

Designation: Senior Solution Engineer

- Technical support for printers and routers including connectivity issues. ●
- Troubleshooting Printers, router, networking and windows application issues. ●
- Supported third party applications including installation and performance issues. ●
- Provided technical support related to connectivity, bandwidth and have the exposure about the directory services, users and accounts, account locked issue etc. ●
- Desktop support including troubleshooting, no boot issues, no internet issues, application related issues etc.

EDUCATION

- B.Com Graduate from Delhi University, year 2019.
- Passed 12th from C.B.S.E Board from DAV School in 2014.
- Passed 10th from C.B.S.E Board from DAV School in 2011.

TECHNICAL SKILLS

- Microsoft Endpoint Configuration Manager
- Windows Server Update Services
- Microsoft SQL server management studio
- Microsoft Active Directory
- Group Policy management
- Internet Information Services
- Windows Management Infrastructure (WMI)

SOFT SKILLS

- Quickly learn new technologies.
- Professionally committed and responsible.
- Disciplined, hardworking and Problem solving skills.
- Positive Attitude.
- Team work, time management
- Proactive and always keen to learn new skills.
- Flexibility and Adaptability.

PERSONAL PROFILE

Name : Abhay Singh Virdi

Father Name : Lt. Sh. S S Virdi

Date of Birth : November 23, 1994

Marital Status : Single

Language Known : Hindi & English

Nationality : Indian

Address (Permanent) : 279/9, 3rd Floor Amritpuri B
Opp. Iskcon Temple,
Near East of Kailash
New Delhi-110065

I do hereby declare that the particulars of information and the facts stated above are true, correct and complete to the best of my knowledge and belief.

Abhay Singh Virdi