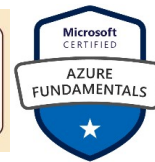


HARISH KUMAR KAKARLA

Sr. SCCM-Intune Consultant/Sr. Systems Engineer

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PROFESSIONAL SUMMARY:

- **7+ years** of experience in Infrastructure Management in **MECM/SCCM** Administration, Software Distribution, Patching, Windows **OS Deployment**, and all technologies associated with it.
- Experienced in Microsoft Endpoint Configuration Manager (**MECM**) 2012 R2 & CB, Microsoft Deployment Toolkit 2013 (**MDT**) and Windows Deployment Services (**WDS**).
- Experience in Deploying Custom Windows Images utilizing Microsoft Deployment Tool kit 2013.
- Experience in creating Transforms (**MST**), Patches (**MSP**) and Merge Modules (**MSM**) etc. for use with MSI's.
- Good Exposure of Windows 10 enterprise sync functionality together with **UE-V 2.0 & 2.1**, on on-premises domain-joined computers.
- Good Experience in testing & validating the network and storage drivers on **WINPE** Boot image from Win 10 Application Deployment Toolkit (**ADK**).
- Extensive experience in analysing public key (**PKI**) certificates for security enhancements and troubleshoot related issues on SCCM DPs/**IIS 7.0** using **PKI** certificates.
- Experience in Deployment of Windows 10 using **OSD** Task Sequences of SCCM CB-MDT 2013 Integration, **USMT 5.0**, and **WDS** while leveraging Intel's AMT VPro Technology for **Zero-Touch Installations**
- Knowledge in sites, site roles, site component configuration: including Primary and Secondary sites, Distribution Points, Pull Distribution Points, discovery, boundaries, Application Catalog and client policies.
- Knowledge of **Windows Registry, File System, Services**, ODBC Connections and other facets of Windows OS.
- Good exposure to **VMware Environment** Administration, **Server administration, Intune** and **Storage** administration
- Worked on Windows Registry, File System, Services, Devices, Hardware Drivers, and Security, Active directory services, GPOs and other XP and 2000 versions.
- Worked extensively on Wise script, VBScript, JavaScript, Perl, PSADT, Powershell and Visual Basic.
- Used various debugging tools like Procmon, Installwatchpro, ACDC, ADK, CMRC Viewer, DART, **Windebugger**, Blusecreenviewer, **Fidler, Putty, Filezilla** and **InCtrl**.
- Assisted end users with all problems that are encountered with their computer systems and the MDT image.
- Maintained up-to-date documentation of ITIL, ITSM procedures, system configuration standards, DP maintenance and upgrades.
- Troubleshooting/Problem solving skills and providing Technical Support.

PROFESSIONAL EXPERIENCE:

Auto Club Group (ACG) – Dearborn, MI (Remote)

Apr 2021 to Present

Sr. SCCM-Intune Consultant/Systems Engineer

Responsibilities:

- Responsible for delivering cloud implementations of **MECM (SCCM)**, overseeing all aspects of Desktop engineering. Additionally, facilitated **Intune Autopilot white glove** installations, Cloud Management Gateway (**CMG**), and managed **Office 365** to ensure efficient and effective cloud-based management solutions.

- Deployed Microsoft **Intune** company-wide for **Windows** and **MacOS** devices, including the creation of **MAM/MDM**, Compliance Policies, and Configuration Profiles to ensure secure and efficient management of organization resources.
- Contributed to application packaging by converting 100's of package objects in **SCCM** to App objects and created **ServiceNow** catalog items, resulting in streamlined packaging processes and improved efficiency.
- Automated day-to-day tasks using **PowerShell** scripting and implemented PowerShell App Deployment Toolkit (**PSADT**), resulting in increased efficiency and reduced errors on the Production App deployments from SCCM.
- Worked with offshore teams as an on-site lead, communicating and collaborating effectively to deliver high-quality work while maintaining effective communication with remote teams.
- Integrated **ServiceNow** with **SCCM** and implemented the Cilent Software Distribution (**CSD**) and automated day-to-day tasks/tickets using PowerShell scripting and created ServiceNow **Catalog Items** for all SCCM Production App Objects.
- Responsible for converting **Wise** scripts into Powershell Scripts for production SCCM App objects.
- Created **Win32** App objects for Intune and **Microsoft 365** App object automation, increasing efficiency and reducing errors.
- Implemented **CMPacakger** as a 3rd party automation solution to handle frequently used apps as part of the automation on-the-fly initiative, and automated manual software app installations, and other 3rd party apps using CMPacakger, detecting and remediating issues using Configurations Items and Configuration Baselines.
- Collaborated with project managers and served as a point of contact representing the **EDM** team during the club migrations, prioritizing tasks and maintaining effective communication with stakeholders to ensure on-time delivery and high-quality work.
- Groomed fellow packagers and provided technical guidance to the team to improve the quality of work produced by the team.
- Delivered Microsoft store-based Appx apps via **SCCM**, handled L1, L2, and L3 tickets, and successfully resolved app production issues.
- Shared my knowledge and experience in **SCCM** performance optimization, driver automation, and imaging, Autopilot techniques during team knowledge-sharing sessions to ensure that everyone had a clear understanding of the latest best practices and developments.
- Bringing extensive experience in **VB**, **Batch** and **Wise** Scripting, with a track record of effectively navigating challenges and finding quick solutions. Skilled in identifying **silent** installers for any executables and overcoming obstacles encountered while working with **PowerShell**.
- Utilized **PowerShell** scripting to streamline the inventory process and monitor and validate the deployment of App objects to collections, ensuring that the admin categories were correctly set on the App objects in **SCCM**.
- Maintained comprehensive documentation of work to ensure processes were repeatable and scalable, and knowledge transferable to new team members. Also, created custom SQL reports and developed a process for software license harvesting, relying on **SCCM** metering and **SQL** Database Querying.

Environment: SCCM 2202/2302, Windows 10 21H1/22H2, Powershell, ProcMon, SQL Server 2016, M365 Products, Power BI, Master Packager, Adminstudio InstallShield 2019, Powershell Application Deployment Toolkit.

Swagelok – Solon, OH

Mar 2020 to Mar 2021

Sr. SCCM-Intune Consultant/Systems Engineer

Responsibilities:

- Involved in Designing and Building a Windows 10 Enterprise x64 Bit Image with Dell Data Security Bitlocker Encryption to migrate 3000+ **Windows 7** Operating systems to **Windows 10 1909/20H2**.
- Employed **OSD**, Microsoft Deployment Toolkit, PowerShell scripting and change management techniques to meet bi-weekly customer OS refreshes, which are 99.9% automated (**LTI**).
- Responsible for enterprise wide **MECM** management including architecting, building, deploying, implementing, managing and troubleshooting Microsoft **MECM/SCCM** servers in the enterprise, and deploying and managing SCCM agents to desktops & **VDI** Machines.

- Created a Custom **HTA** for supporting **Windows 10** Image deployment for different locations across the globe in a Single Task sequence that handles applying the correct Language pack, setting the Keyboard Layout, **UI** Language and Regional settings.
- Configured **Autopilot**, Device reset, **Modern Roaming Profiles**, Windows update for Business (**WuFB**) & deployed **Bitlocker** Client Policies using Microsoft **Intune**.
- Responsible for Packaging and creating **MECM** automated Application Installers for all Widely used Shop-Floor Mechanical Desktop Applications using Powershell Application Deployment Toolkit (**PSADT**) v3.8.3, **Flexera Installshield 2020** & **Flexera AdminStudio Suite 2020**.
- Published **Win32 Applications**, configured **conditional access** & **Apple/Android** Push Notification certificates using **Intune**.
- Established a Cloud **MECM DP**, Installed a Cloud Management Gateway (**CMG**) Connection Point Role, Created a Web Server **CMG** Certificate & reviewed Client Communications across the Enterprise.
- Automated the entire process of updating the BIOS, converting an **MBR** disk to **GPT**, switching from legacy **BIOS** to **UEFI**, Clearing/Activating the **TPM**, adding the Language Pack and placing the Machine in right **OU** in **AD** during Imaging in a Single deployable task seq that pretty much serves all the divisions across the Globe.
- Managed Microsoft **Edge Browser** extensions on W10 & configured Windows **Hello for Business** using **Intune**.
- Responsible for validating and automating the backup process for **Dell DDPE Encryption** recovery keys to Dell **DDS** Console server hosted in **Microsoft Azure**.
- Automated the process of downloading the Enterprise Win 10 OS **Driver CABs** by integrating the **Dell Command configure Integration Suite** into **SCCM 2006**.
- Worked on refreshing the remote site computers, backed up data, printers, updating spooler drivers, configuring mobile devices including Ipad, Iphone OS-X from **AirWatch/In-tune Autopilot**.
- Worked on Maintaining **WSUS** with current Windows Security/Critical Updates and Patches for all Windows OS.
- Responsible for Accounts Delegation, Drive Mappings-Adjusted **GPO** Policies for Drive Mapping and tailored **GPO Policies/Folder Redirection**,
- Monitored and Administered security tools such as **Antivirus, ERP, ESP, Autopilot, MDM, InTune, Policies** etc, to improve the health of all mobile, Kiosk, Shop-Floor PCs and client platforms.
- Created an **AD** Clean-up nightly **Powershell** script that will clean-up the obsolete users, computers, group accounts and Delegated permissions to the **AD** Group Members at the granular level and audited them at regular intervals Utilizing AD engine Audit Plus **SOX Compliance**.
- Reviewed and **Patched** the **Windows 7 & 10** (1709/1809) Desktops, Windows Servers 2008/2012/2016 with the latest Cumulative updates & Security Patches.
- Provided support for core Windows technologies including **AD, DNS, DHCP**, and **Hyper-V** technologies.
- **SPOC** for entire PC Refresh Windows 10 project provided trainings to multiple technicians, IT analysts and created Documentation in **SharePoint** 2016 on major troubleshooting issues, installation procedures, Image Version control, IRGFs to project teams.

Environment: SCCM 1906/2006, MDT 2013, VMware V-Sphere Web Client 6.1, Windows 10 1809/1909, Powershell, ProcMon, SQL Server 2016, O365 Products, UE-V 5.1 SP1, ADK, DISM, Windows Image Configuration Designer, Power BI, Dell CCTK 5.0, Kerberos, LDAP, SaaS, IIS, Microsoft Assessment and Planning toolkit.

Special Metals Corporation – Beachwood, OH

Feb 2018 to Feb 2020

Sr. Windows Deployment Engineer/SCCM Engineer

Responsibilities:

- Involved deeply in migrating **Windows 7** machines to **Windows 10**. Responsible for replacing 2500+ desktop and laptop computers with new hardware running Windows 10.

- Designed/Developed Imaging Solutions for **Dell & Lenovo Models** and deployed the Model specific Task sequence to the Stores and Clinical Centers utilizing SCCM Current Branch integrated with MDT 2013.
- Deployed applications through Current Branch (**SCCM CB**) and SCCM 2012 and performed test installations on **Windows 7** (x64 & x86 bit), **Windows 10** and **Windows Server 2012 R2**
- Analyzed, planned, implemented, documented and managed the enterprise structural framework to align **IT** strategy and systems with the contract.
- Ensured Policies defined by the **IT Security Team** are well implemented and protected.
- Developed and maintained **SCCM configuration item (CI)** tables and configuration guides for step-by-step OS and application installation, configuration, change and release management.
- Created custom **UDI** Wizards utilizing MDT Wizard Studio Editor to handle the technician Driven OS Deployments & used **PROCMON** to troubleshoot **BSOD** Errors on Newer enterprise Hardware Models.
- Developed and maintained multiple **Power BI** dashboards/reports and content Packs.
- Worked on integrating Powershell App Deployment Toolkit (**PSADT**) v3.7.0 to **Flexera AdminStudio Suite**.
- Used the Microsoft Office Customization Tool (OCT) to Deploy **Office 2016** products into our Environment and Responsible for creating packages for **O365 Pro Plus Products**
- Used Dameware Mini Control Service **10.0** for Remoting into users' desktop located at various Locations.
- Used Develop and document processes to deploy Zero Touch Installation (**ZTI**) images for a **Windows 10** Enterprise environment utilizing **MDT** and **SCCM**.
- Remediated the Web Application' Enterprise Mode Site Manager to use Edge as a default browser in Win 10.
- Been in the part of **IE11** Project Team and actively involved in meetings with Communications group, **Security operation Center (SOC)** Group and Web Owners in ensuring that all Web Applications be **IE11** compatible.
- Utilizing Custom PowerShell Scripts, I Created SCCM deployable **O365 Pro Plus Suite** App objects with Access, Visio and Project Online that can uninstall the standalone office versions if present on **Windows 7 & 10**.
- Involved in **Windows scripting host**, Software testing, security patch and hotfix deployment via **SCCM CB**.
- Consolidated Multiple **OUs** in **AD** to better implement and manage the Group Policies & Utilized **LDAP** Queries to modify the User accounts and to pull out the reports.
- Groom the new joiners and conduct the trainings, **SOP** documents creation and review, run book, Design document creation.

Environment: SCCM 1806/1810, MDT 2013, VMware V-Sphere Web Client 6.1, Windows 10 1709/1809, Powershell, SQL Server 2012, O365 Products, UE-V 5.1 SP1, DISM, Windows Image Configuration Designer, Power BI, Dell CCTK 5.0.

CVS Health – Solon, OH

Nov 2016 to Jan 2018

Windows 10 Deployment Specialist/Windows 10 Application Remediation – Lead

Responsibilities:

- Involved deeply in creating Applications & packages and deployed using **SCCM CB**.
- Created packages, Collections, and advertisements for software deployments.
- Worked closely with **application owners** on any or all of the application request phases until completion.
- Creating transforms for existing vendor **MSI** Products.
- Application discovery of all aspects required for application installation, dependencies, and configuration.
- Creating collections from the list of machines using **SQL** queries and deployed packages to the collection.
- Design and implement test plans for distribution of software applications and patches on all desktop images.
- Used **Process Explorer**, **Procmon**, **Beyond Compare**, **Time travel Tracer**, **WinDebugger** & **Wireshark**, **WebDebug** tools to troubleshoot any kind of Packaging related issues.
- Created migration plans from windows 7 to windows 10.
- Developing enterprise builds and deployment solutions for Windows 10 migrations.

- Building and remediation of **SCCM** environments, Deployment (DP) and WSUS servers.
- Incorporated **Dart** remote connection into the boot image to remote into the machines in WinPE stage for troubleshooting purposes.
- Configured **GPO's** as per **HIPPA** guidelines well as SCCM Client policies for **Windows 10** PC's.
- Created change management tickets in remedy and service now for approval purposes.

Environment: SCCM CB, MDT 2013, USMT, ADK, VMware V-Realize Web Client 6.1, Windows 10, Powershell, Citrix servers, Share Point 2013, App-v 5.1, ProcMon, PS AppDeploy Tool Kit, O365 Products, UE-V 2.1 SP1, SCCM 2012 & CB.

Phillips66 – Bartlesville, OK

Apr 2016 to Oct 2016

Application Packaging Engineer – Wise Packaging Studio

Responsibilities:

- Packaged applications using **Wise Packaging Studio** created and maintain systems documentation for testing and validation on desktop.
- Packaged applications Using **VMware V-Sphere Web Client v 5.1** for non-compatible applications.
- Rationalized source media, obtaining license information, and testing applications packages in a virtual environment using **VMware Workstation 9.0** and **V-Sphere Client 4.1 & 5.1**
- Designed/Developed Application Solutions for packaging and deployments utilizing **SCCM 2012**
- Used **VMware Workstation 8** and **V-Sphere 5.1** to create virtual machines to package and test the packages.
- Created **MSTs** for both the in-house applications and vendor **MSIs** to modify and package them as per the organizations packaging procedure manual using **Install Shield 2013**.
- Worked on and maintained workstations in a **VDI Environment**.
- Maintained documentation for each and every software package that got packaged by me.
- Worked with the Business Analysts, Application Owners, Software Requestors and end users to troubleshoot problems with the packaged applications in the various locations of Phillips66 all around the world.
- Performed software distribution and patch management to Windows desktops, laptops and Citrix Servers.

Environment: Wise Packaging Studio, VMware V-Sphere Web Client 5.1, Windows 7/10, Citrix servers, Share Point 2013, Service Now, GSIR, Install Shield 2013, Admin Studio, FileMon, Powershell, TCP/IP View, Beyond Compare, SCCM 2012.

EDUCATION & TRAINING:

- Masters in Information Technology - University of Cumberlands - KY - 2018
- Masters in Applied engineering & Technology Management - Murray State University - KY - 2015
- Bachelor of Technology - Mechanical Engineering - JNTU - India - 2013

LICENSES & CERTIFICATIONS:

- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft Certified: Azure Administrator Associate (AZ-104)
- Microsoft Certified: Administering System Center Configuration Manager and Cloud Services Integration
- JamF Certified: Certified Associate (JamF-100)