Malav Lakhani

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Dedicated System Analyst with 6 months of hands-on experience at Digital IT Solution @Deepcoder. Proficient in leveraging advanced technologies for endpoint management, including Microsoft Endpoint Configuration Manager (MECM) and Microsoft Intune, to ensure seamless software deployments and robust patch management. Adept in troubleshooting, customer service, networking, operating systems, system administration and security, ensuring a smooth and secure IT environment.

WORK & RELEVANT EXPERIENCE

System Analyst   **16 Jan 2024 – Present**
Digital IT Solution @DeepCoder   **Ahmedabad, Gujarat**

- Configuring and maintaining computer networks for optimal performance.
- Delivered support across various levels, from basic troubleshooting to advanced technical assistance, ensuring prompt resolution of end-user issues.
- Applied foundational knowledge of cloud technologies, particularly Infrastructure as a Service (IaaS) on Microsoft Azure, to support and enhance IT infrastructure.
- Implemented and Managed MDM and MAM policies in Microsoft Intune to ensure device security and compliance.
- Managed and deployed applications and updates using Microsoft Endpoint Configuration Manager (MECM), formerly SCCM.

Python Developer Intern   **Feb 2023 – May 2023**
SAVA InfoSystems Pvt. Ltd.   **Ahmedabad, Gujarat**

- During my internship at Sava Info Systems, I had the incredible opportunity to work as a Python-Django Intern, contributing to the development and maintenance of web applications. It was a dynamic and fast-paced environment where I gained valuable hands-on experience and expanded my knowledge in web development.

EDUCATION

Bachelor of Engineering (B.E), Computer Engineering,
Silver Oak College of Engineering and Technology,
Gujarat Technological University,
Ahmedabad, Gujarat;
Sep 2019 – May 2023

Higher Secondary Education (H.S.C - 12th),
St. Joseph High School (GHSEB),
Ahmedabad, Gujarat;
2017 - 2019

Secondary Education (S.S.C – 10ᵗʰ)
Sakar English School (GSEB),
Ahmedabad, Gujarat;
Completed in 2017

TECHNICAL PROFICIENCIES

- **Microsoft Endpoint Configuration Manager (MECM):** Well-versed in designing, deploying, and managing configuration baselines, software deployments, and patch management using MECM.

- **Microsoft Intune:** Experienced in leveraging Microsoft Intune for cloud-based Mobile Device Management (MDM) and Mobile Application Management (MAM).

- **Microsoft Azure:** Familiar with Azure Active Directory (AAD), Azure Virtual Machines (VMs), and other Azure services to support and integrate with endpoint management processes.

- **Mobile Device Management (MDM) and Mobile Application Management (MAM):** Able to enforce policies, control access, and protect data on mobile devices while ensuring user productivity.

- **Operating System, Software, Patch, and Application Deployment:** Capable of automating deployment processes, ensuring software compliance, and resolving deployment issues efficiently.

- **Operating Systems:** Windows Server OS, Linux (Ubuntu), macOS
- **Virtualization:** VMware Workstation, Microsoft Hyper-V
- **Cloud Platforms:** Microsoft Azure, Google Cloud
- **Networking:** TCP/IP, DNS, DHCP, Cisco ASA, VPN, IIS
- **Directory Services:** Active Directory, Group Policy Management, Microsoft Entra ID
- **Automation/Scripting:** PowerShell, Bash, Python
- **Databases:** SQL Server, MySQL
- **Monitoring:** Power BI, Microsoft Report Builder

Programming Languages:
- **C, HTML, CSS, Python (Basic)**

CERTIFICATIONS

- **Google Cloud Certified Associate Cloud Engineer**
- **TechA Cloud Computing using Microsoft Azure from Infosys Springboard**
- **Advanced Google Analytics**
- **Google IT Support Professional Certificate**
- **IBM Python for Data Science**
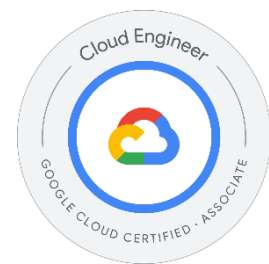
LANGUAGES KNOWN

- **ENGLISH, HINDI & GUJARATI**