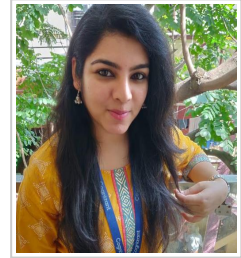# Karisma Verma ⭐ Featured

Immediate joiner || Tech Lead seeking roles in Application Packaging and Deployment domain

Current Designation: **Tech Lead**

Current Company: **Cognizant Technology Solutions India Ltd**

Current Location: **Bengaluru / Bangalore**

Pref. Location: **Pune,Bengaluru / Bangalore**

Functional Area: **IT Software - Application Programming / Maintenance**

Role: **Software Developer**

Industry: **IT-Software/Software Services**

Marital Status: **Single/unmarried**

Key Skills: **Tech Lead,Application Packaging,Quality Management,Powershell,Service Now,SCCM,Installshield Admin Studio,App-V,Wise Package Studio,ORCA,Windows Installer,Application Repackaging,MSI,Installshield,Admin Studio**

Total Experience: **5 Year(s) 7 Month(s)**

Notice Period: **Currently Serving Notice Period**

Highest Degree: **B.Tech/B.E. [Electronics/Telecommunication]**

Verified :   **Phone Number** | **Email - id**

Last Active: 18-Jan-21   Last Modified: 18-Jan-21

Summary

Having more than 5.7 of extensive experience in Information Technology which includes in Application packaging and Deployment projects.
Experience in Application Re-Packaging on Windows 7, Windows 8.1, Windows 10 server2012 r2 and server 2008 r2.
Expertise in working with WisePackage Studio 8.0,InstallShield,Admin Studio 2016,Advanced Installer 14.7,App-V 5.0
Experience in Working on Windows operating system troubleshooting.
Expertise in Process monitor, Picture Taker, beyond compare, Application Compatibility toolkit and other troubleshooting tools.
Experience in working with Virtualization Environment like VMware and Hyper-V.
Effective Communication, Interpersonal and Management Skills.
Strong analytical and problem-solving abilities.
A quick learner for new technologies.
Experience in working on windows operating system Patching and Deployment to Server using SCCM 2012 R2.
Knowledge of Task Sequence, Deployment, Packages.

Work Experience

Cognizant Technology Solutions India Ltd as Tech Lead
Feb 2019 to Till Date

Repackaging and customising the applications as per the organisational requirement in Windows Installer format using Install Shield and APP V.

Review team members' scripts and packages and detect probable issues and suggest improvements, reduce packaging time and improve quality of packages using automations, provide support to other teams when faced with issues.

Assign applications to team members and perform QA of repackaged applications.

Created documentation on issues faced during the packaging process.

Maintaining request and software details using ServiceNow.

Got appreciation for raising idea and initiation of automating the process of creating MST for re-packaging activity across different customers. Provided guidance on the business to be created which can be reusable across the packaging factory .

Testing, quality review of repackaged applications done by team members.

Coordinate with SCCM and UAT team for troubleshooting the issues identified during testing.
Generate productivity reports from reporting tool, consolidate the report of all the team members and send it to higher management for review.

Responsible for scheduling daily, weekly and monthly status and escalations calls with client and team members.

Project Domain   Banking
Project Name   Discover Financial Services
Solution   Application Packaging and Deployment support
Team Size   9
Role   Tech Lead

Project Description

Discover Financial Services is an American financial services company, Headquarters in Riverwood, Illinois, United States that owns and operates Discover Bank, which offers checking and savings accounts, personal loans, home equity loans, student loans and credit cards.

The objective of this project is to provide End-to-End Migration of Windows Operating System from Windows 7 to Windows 8.1 and Windows 10, which includes migration of desktop applications, servers and conversion of Office based applications into latest format. Besides the project involves in understanding the client requirement on all Server and windows client patching with respect to all recent releases by Microsoft.

Roles and Responsibilities

Repackaging and customising the applications as per the organisational requirement in Windows Installer format using Wise Package Studio, Install Shield, APP V and Advanced Installer.

Review team members' scripts and packages and detect probable issues and suggest improvements, reduce packaging time and improve quality of packages using automations, provide support to other teams when faced with issues.

Assign applications to team members and perform QA of repackaged applications.

Created knowledge base documents and presentations on upcoming technologies i.e Advaced installer to acquire the new projects.
Created documentation on issues faced during the packaging process.

Maintaining request and software details using ServiceNow.

Interacting with the client on a regular basis to get new application requests and to ensure that area of concern can be worked upon.

Created and deployed applications in SCCM and coordinated for successful User Acceptance testing.
Got appreciation for raising idea and initiation of automating the process of creating MST for re-packaging activity across different customers.

Provided guidance on the business to be created which can be reusable across the packaging factory.

Developed customization scripts using VB/PowerShell for scenarios, which cannot be implemented through the normal MSI functionality.

Testing the application (Installation, Uninstallation, Verifying Files, Registries and Shortcuts etc) on three Different Core Builds of the client.

To troubleshoot the application whenever there is a problem with the package this helps in launching the application without prompting errors.

To take ownership of the application to complete within the defined timelines.

Primary responsible for interaction with Client and ensuring service delivery as per SLA.

Tech Mahindra as System Engineer
Apr 2015 to Jan 2019

Repackaging and customizing the applications as per the organizational requirement in Windows Installer format using Wise Package Studio, Install Shield and Advanced Installer.

Troubleshooting the applications in case of any issues worked with onsite client team for better understanding.

Testing the applications in client provided environments for the functionality testing.

Patching all Servers and windows client with latest KBs released by Microsoft and deploying them

as a bundle to all servers using SCCM Task Sequence.

Performing Quality Analysis for applications created by peers and mentored new hires.

Testing the application (Installation, Uninstallation, Verifying Files, Registries and Shortcuts etc) on three Different Core Builds of the client.
Developed customization scripts using VB/PowerShell for scenarios, which cannot be implemented through the normal MSI functionality.

Created knowledge base documents and presentations on upcoming technologies i.e Advaced installer to acquire the new projects.

To troubleshoot the application whenever there is a problem with the package this helps in launching the application without prompting errors.

To take ownership of the application to complete within the defined timelines.

Education

UG: **B.Tech/B.E. (Electronics/Telecommunication)** from **Technocrats Institute of Technology, Bhopal** in **2014**

Other Qualifications/Certifications/Programs:

ITIL Foundation v3 training and certification from IMS Academy Chandigarh.

Service Delivery Mangement-TeamLead [101-BASICS] training and certification From Cognizant.

CIS-FLEXERA [101-BASICS] From CTS

CIS-Desktop Engineering (SCCM) [201 - INTERMEDIATE] From CTS

IT Skills

Skill Name	Version	Last Used	Experience
APPLICATION PACKAGING		2020	5 Year(s) 7 Month(s)
SCCM		2020	5 Year(s)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

US Work Status: Authorized to Work in the US

Job Type: Permanent

Employment Status: Full time