YERIKALAREDDYGARI AKHILESWAR REDDY

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CAREER OBJECTIVE:

- To be associated with a progressive organization to the scope to apply my knowledge & skills and be part of a team that dynamically works towards success.
- Committed and motivated employee focused on the success of the team, upholding the company values with a strong focus on ethics and professionalism

WORK EXPERIENCE

- Tata consultancy services ltd
  Designation   : System Administrator
  Period of service   : MAY 2022- Present

Roles and Responsibilities

- Administer and maintain Microsoft Intune for Windows, macOS, iOS, and Android devices across the enterprise.
- Handle device lifecycle management including enrollment, compliance policy enforcement, application protection policies, and configuration profiles deployment.
- Troubleshoot and resolve Intune-related issues like device enrollment failures, compliance errors, and application deployment problems.
- Manage and configure Azure Active Directory (Azure AD), Conditional Access Policies, and support SCCM Co-management scenarios.
- Deploy, manage, and troubleshoot application installations through Intune, including Win32 applications, Line-of-Business (LOB) apps, Microsoft Store apps, and Web link applications.
- Support Windows Autopilot provisioning for seamless end-user device onboarding.
- Collaborate with internal Service Desk, SME teams, and external vendors like Microsoft Premier Support and JAMF to troubleshoot complex incidents.

- Act as L2/L3 escalation point for major incidents (P1/P2) impacting endpoint management operations.
- Perform Root Cause Analysis (RCA) for recurring incidents and implement permanent solutions to ensure service stability.
- Ensure all endpoints meet enterprise security compliance policies, leveraging technologies like BitLocker and Defender for Endpoint.
- Create and maintain incident logs, knowledge base articles, and technical documentation.

TECHNICAL SKILLS

- Microsoft Intune Administration (Windows, macOS, iOS, Android)
- Mobile Device Management (MDM) and Mobile Application Management (MAM)
- Windows Autopilot Deployment and Troubleshooting
- Application Deployment and Management using Intune (Win32 apps, Line-of-Business (LOB) apps, Microsoft Store apps, Web apps)
- Azure Active Directory (AAD) and Conditional Access
- SCCM/ConfigMgr Co-Management
- ServiceNow Incident and Change Management
- Group Policy Management (GPO)
- PowerShell Scripting (for automation and troubleshooting)
- Root Cause Analysis (RCA) and Problem Management
- Endpoint Security and Compliance (BitLocker, Defender ATP)
- Apple Business Manager, Google Zero-touch, Samsung Knox Mobile Enrollment (KME)

Qualification & Certification:

- B.Tech (Mechanical Engineering)- SVCET College (2018-2021) – 7.8 CGPA

- Associate Cloud Engineer (GCP) Certification

I hereby state that all the information that are provided here are true to the best of my knowledge and belief

Akhileswar Reddy.Y