MD WASIM AKRAM

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PROFESSIONAL EXPERIENCE

BOEING INDIA PVT LTD.   **India,Bangalore**

Sr. VMware Workspace ONE Engineer   **Dec-2023-Present**

Experienced Senior VMware Workspace ONE UEM Admin with over 7 years of expertise in deploying, configuring, and managing Unified Endpoint Management (UEM) solutions. Skilled in optimizing enterprise mobility, enhancing security, and ensuring seamless integration of mobile devices and applications.

- Design and Implementation: Architected and deployed comprehensive VMware Workspace ONE UEM solutions to support enterprise mobility strategies and streamline device management across the organization.
- Configuration Management: Configured and managed UEM systems, including mobile device management (MDM), mobile application management (MAM), and mobile content management (MCM), to ensure optimal performance and security.
- Security and Compliance: Developed, implemented, and enforced security policies and compliance frameworks for all endpoint devices, ensuring data protection and regulatory adherence.
- System Maintenance: Conducted regular system upgrades, patch management, and routine maintenance to ensure the continuous availability and reliability of UEM systems.
- Technical Support: Provided expert-level technical support and troubleshooting for end-users and IT teams, resolving complex issues related to device and application management.
- User Training: Conducted training sessions and created documentation for end-users and IT staff to maximize the effective use of VMware Workspace ONE UEM tools and features.
- Integration: Collaborated with cross-functional teams to integrate VMware Workspace ONE UEM with other IT systems and solutions, enhancing overall IT infrastructure and workflows.
- Performance Monitoring: Monitored system performance, analyzed metrics, and implemented improvements to enhance efficiency and user experience.
- Project Management: Led projects related to UEM deployment and upgrades, ensuring timely delivery and alignment with business objectives.
- Vendor Management: Managed relationships with vendors and service providers, coordinating support and ensuring the best solutions are implemented for the organization.
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INSIGHT DIRECT INDIA LLP   **INDIA,GURUGRAM(WFH)**

Sr. Mobility Engineer   **Jan-2022-Dec-2023**

Expert in leveraging VMware Workspace ONE and AirWatch for comprehensive mobile device and application management. Proven track record in enhancing security, optimizing device performance, and providing exceptional technical support. Adept at cross-functional collaboration, system integration, and ensuring compliance with organizational policies and standards.

- Deploy, configure, and implement VMware Workspace ONE UEM solutions for various mobile devices (Android/iOS/Windows/MacOS/VR-Devise) based on business requirements, best practices, and industry standards.
- Developed and integrated SSO and SSO profiles across 500+ devices; created compliance policies that reduced security breaches by 40% and ensured 100% adherence to company standards.
- Workspace ONE Access Integration with On-Prem AD/AzureAD/Configuring mobile SSO & SSO profile and creating compliance and polices for devices.
- Documented and standardized MDM policies and procedures for the enrollment process, streamlining operations and reducing onboarding time by 25% while ensuring compliance with industry standards.
- Continuously monitor mobile device security and compliance, promptly identifying and addressing vulnerabilities and risks.
- Create and enforce mobile device security policies and procedures, ensuring compliance with industry standards and company requirements

- Conduct training sessions and create awareness programs for employees regarding mobile device security and best practices.

WIPRO LIMITED   **INDIA,BENGALORE**

VMware Workspace ONE Administration   **Oct-2017-Jan-2022**

Experienced VMware Workspace ONE Admin and Service Desk Engineer with a robust background in managing and supporting enterprise mobility solutions. Skilled in deploying and configuring VMware Workspace ONE for efficient mobile device and application management. Adept at providing top-tier technical support, troubleshooting, and resolving user issues. Proven ability to collaborate with IT teams to enhance system performance, ensure security compliance, and deliver seamless user experiences.

- Cross-Team Collaboration: Partnered with IT, cybersecurity, and other relevant teams to ensure a holistic approach to device management and security, integrating best practices across all areas.

- Comprehensive AirWatch Support: Supported the AirWatch product across all modules, including MDM, MAM, Workspace ONE, and Enterprise Integration Services.
- Application Management: Enrolled and deployed applications through VMware Workspace ONE UEM, coordinated updates, patches, and distribution to end-users, and provided troubleshooting and support for application-related issues.
- System Maintenance: Performed regular system upgrades and patches to keep the VMware Workspace ONE environment current and supported project teams with mobile app testing (UAT).
- MDM and Android Expertise: Leveraged extensive experience in handling and troubleshooting MDM and Android-related issues, including upgrades and patches.
- Issue Resolution and Ticket Management: Resolved issues related to Finacle & CRM applications, managed tickets for AD to reset user passwords or address login issues and monitored application health.
- Server and User Management: Monitored server processes, managed user administration, disk partitions, and provided system control access to branches for issue resolution.
- System Administration: Managed user and group settings, permissions, system logins (SSH), and scheduled tasks (Crontab).

ADDITIONAL INFORMATION

- **Technical Skills:** VMware Workspace ONE UEM, MDM, MEM, VMware Workspace ONE Access, AirWatch, AD, Azure Active Directory, Virtualization, Server Monitoring Linux/Windows, Android/iOS/Windows/MacOS/VR- Devise, HTML, JSON, GIT, POSTMAN, Service NOW, JIRA.
- **Languages:** Fluent in English; Hindi; Conversational Proficiency in Bengali (native).
- **Certifications:** VMware Certified Professional - Digital Workspace 2023 (VCP-DW), Introduction to Bash Scripting (Sep-2022), Red Hat Enterprise Linux (EL Jan-2020), Google Associate Cloud Engineer: Google Cloud Platform Ecosystem (Oct-2022).
- **Passions:** Playing Cricket, Making food, Connecting new Peoples.

EDUCATION

MAULANA ABUL KALAM AZAD UNIVERSITY OF TECHNOLOGY,   **India, West Bengal**

Bachelors In Information Technology (B.Tech)   *Sep-2012-Jul-2016*

- Completed Four-year study abroad with Birbhum Institute of Engineering and Technology, SURI.