**Kyle Green**

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# PERSONAL PROFILE

Experienced desktop infrastructure engineer with expertise in application packaging, operating system deployments and mobile device management. Highly motivated, proactive individual who is driven to achieve set targets. Can communicate effectively at all levels and possesses good interpersonal skills. Uses own initiative, with strong organisational skills who is passionate, with a willingness to learn.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| SCCM, WDS, MDT, WSUS | Intune (Endpoint Manager) |
| Snow | Bitlocker & MBAM |
| Azure, Office 365, AIP, DLP | DHCP, DNS, TCP/IP |
| RDS, RemoteApp, VDI | Group Policy, Active Directory & Exchange |
| Hyper-V, App-V, UE-V | Powershell, WMI, WQL, SQL |
| Server OS 2003 - 2019 | Windows OS 7-10  Nessus |

# KEY SKILLS AND ACHIEVEMENTS

# *SCCM*

* Creation and maintenance of desktop operating system images, boot images and task sequences
* Passed Cyber Essentials Plus by successfully patching entire desktop estate including 3rd party applications to current version and remediating security flaws in desktop configuration
* Documentation
* Migration of SQL Database to co-locate on primary site server
* Configuration of estate across multiple sites across UK & Ireland
* Upgraded SCCM 2012 R2 to Current Branch (1906)
* Installation and configuration of site servers
* 3rd party patching
* Upgraded all workstations to 1903 and updated
* Reconfigured boundary groups and relationships
* Implemented Windows store for business
* Setup Desktop analytics for servicedesk team
* Migration of WSUS to co-locate on primary site server
* Configuration of maintenance tasks and backup configuration
* Automated management reporting
* Setup and configuration of sites
* Migration from MDT to SCCM for OSD utilising PXE boot via DHCP
* Configuring Certificates for IIS servers on Software Update Points, Distribution points and for use with MSIX
* BIOS Configuration for HP workstations
* Patching of servers including DMZ servers
* Minimised security vulnerabilities through ongoing driver deployments
* Use of scripts such as VB and PowerShell for use in deployments or detection methods in conjunction with WinRM
* Upgrade OS from Windows 7 to Windows 10, assessing workstations for compatibility and migrating user data
* Configuration of desktop baselines to ensure consistent desktop infrastructure

# WORK EXPERIENCE

Peninsula UK May 2019 - Current

SCCM Administrator: Configure and maintain SCCM infrastructure, application packaging, security patching and endpoint configuration.

Provident Financial Group Oct 2016 – May 2019

End User Computing Specialist: Desktop Infrastructure responsible for OSD and patching using SCCM. Responsible for problem tickets, continual service improvement and as an engineer for projects.

Satellite Information Services Mar 2014 – Oct 2016

Desktop Support Engineer: 2nd line desktop support, managing all aspects of the user lifecycle from user account management, endpoint configuration and software deployment

European Central Bank Nov 2013 – Jan 2014

Desktop Support: 2nd Line support for 5000 users across 4 sites. Desk side role managing face to face support queries from end users in enterprise organisation

Chubb Insurance Oct 2012 – Nov 2013

Service Desk Analyst:  Provide 1st and 2nd line support to UK and Europe, supporting desktop environment or insurance related applications

Interact Intranet May 2012 – October 2012

2nd Line Support: My role was to provide support to users of the interact intranet and suggest best practices for management of their content

# EDUCATION AND QUALIFICATIONS

*2003 - 2005 Ashton Sixth Form College*

A-Levels:  Religious Ethics and Philosophy (B) / Biology (C) / Computing (C)

*1998 – 2003 West Hill School*

GCSEs: 9 GCSCs grade A-C including Maths and English

**PROFESSIONAL DEVELOPMENT**

MCSE: Mobility

6293A Troubleshooting and Supporting Windows 7 in the Enterprise

ITIL certified V3 Foundation

**INTERESTS**

In my spare time I watch live music, I also play cricket and football