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#### OBJECTIVES:

Seeking a role as a SCCM Analyst where my experience will add value to the organization and which gives me an opportunity to play a leadership role with strong commitment, creative thinking and a continuous learning spirit.

#### PROFILE SUMMARY:

- Around 4 years of IT Experience in System Centre Configuration Manager (SCCM), 4 years of Credit Services and 1 year in Accounts Payables.
- Good experience in different SCCM versions like SCCM 2012, 1702, 1710, 1806, 1810, 1910, 2103 and 2111.
- Good experience in SCCM Infrastructure, Software Distribution, and Software Updates.
- Installation and configuration of SCCM Servers such as Central Administration Site, Primary Site and Secondary Site as per the requirement.
- Expertise in SCCM Configurations such as Boundaries and Boundary groups, Discovery methods, Custom Client Settings.
- Deploying patches for Microsoft Products and Microsoft Windows security updates to the client machines using SCCM Software Update Point (SUP) and Windows Server Update Services (WSUS).
- Creating Packages and Collections as per requirement.
- Having good experience in Software Distribution such as Packages and Application Management.
- Troubleshooting infrastructure issues like Management point, Distribution Point, Software Update Point failures and package replication problems.
- Installations of SCCM Client by using Client Push Installation method, Manual Installation and Group Policy Installation methods.
- Client installation failure troubleshooting.
- Checking the Server side log files and Client side log files for troubleshooting issues.
- Good experience in software inventory, hardware inventory and software metering.
- Basic Knowledge on Operating System Deployment using SCCM- Creating OS Install packages.

- Knowledge on custom reporting as per business requirement.

#### EDUCATION DETAILS:

- MBA (Finance) from Osmania University, Telangana.

#### EMPLOYMENT DETAILS:

- Worked in HSBC Bank, Hyderabad from August 2014 to March 2023.
- Worked in MOL-IPS, Hyderabad from October 2013 to August 2014.

#### PROJECT DETAILS:

##### Project @: HSBC Bank– Hyd, April 2019 to March 2023 (3.11 Years) "SCCM Analyst"

- Experience in Microsoft System Configuration Manager SCCM 2103 & SCCM 2111.
- Creation of collections, packages, queries, reporting, testing and troubleshooting packages and Software Updates through SCCM.
- Creating collections based on required criteria.
- Discovering client machines by using different types of Discovery Methods.
- Creating Boundaries and Boundary groups as per the requirement.
- Configuring Management Point (MP) and Distribution Point (DP).
- Analysing and understanding the customer requirements.
- Software distribution through Application model and troubleshooting.
- Wrote SQL query to generate customized SCCM reports.
- Patch Management using SCCM.
- Enabling Hardware Inventory and Software Inventory.
- Third party patching and ADR.
- Troubleshooting software distribution issues.
- Configuring Client Push for Client Installation and troubleshooting.
- Troubleshooting SCCM Client's Issues.

#### DECLARATION:

I hereby declare that all the details furnished above are true to the best of my

knowledge and belief.

Date:

Place: Hyderabad

Navya Sree Athelli