AKHIL

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***Summary****:*

* Over 6+ years of experience as a SCCM Admin/Software Packaging using Install Shield Admi Studio 5.x/6.x/7.0/8.5/9.5/10.0/11.5, Wise Package Studio 4.x/5.x/6x/7.0, SMS 2003/SCCM2007/2012/2012R2.
* Worked on 1511 / Anniversary Release of Windows 10
* Worked on SCCM Branch 1551/ 1606. Windows 10 Servicing
* Worked on In-Place Upgrade from Windows XP to Windows 8.1 / Windows 8.1 to Windows 10 1511
* Worked on TS for In-Place Upgrade from Windows 10 1511 to Windows 10 1607 Anniversary release.
* In-Depth knowledge of Windows 10 features, components and drivers
* With guidance, perform patch management, application packaging and distribution, and operating system deployment (OSD)
* Ability to update OSD task sequences on a quarterly basis to manage security patch updates.
* Experience working on Drivers Package for various driver components such as Intel ProSet, SATA, Bluetooth, Mouse/Keyboard drivers.
* Design and Administration of Microsoft Intune for PC and MDM devices
* Manage Windows 10 and Down-level OS PC, mobile, iOS and Android Devices
* Deploy Software and Configuration Policies via Microsoft Intune
* Define Windows Update and Windows 10 Feature Update ring policies.
* Deploy Custom OMA-URI CSP policies to mimic GPOs via Intune
* Support for Co-mgmt using SCCM and Intune, Cloud Management Gateway
* Experience Importing Device Hash into Intune programmatically using MS Graph
* Packaging and re-packaging MSIs for heavily locked-down environments
* Experience in automating the applications for software distribution using InstallShield AdminStudio, Wise Package Studio
* Have worked on Mobile Device Management (MDM)
* Experience in creating and maintaining complex installers (Install Script and Windows MSI).
* As part of Network Infrastructure Engineer provided technical support to the development of the infrastructure systems and services. define, order, and monitor installation and integration of hardware in the network, including routers, switches, servers, power systems, and cables. Engineers’ also plan, design, and deploy networks
* As Server Engineer Developed and maintained windows platform for the server as a host, connected with multiple clients (other computers)
* Tested and certify new versions of windows operating system providing better solution and integration for the application like VMware and SharePoint.
* Integrate the server automation process either by custom scripts or via third-party solutions.
* Experience in enterprise Desktop Management, and Electronic Software Distribution.
* Developed technical and design documentation for voice infrastructure (Unified communication)
* Resolved customer tickets and provide escalation for issues that arise
* Created and maintain documentation assets for the support of Skype for Business
* Strong working knowledge of windows installer, MSI tables, windows registry entries, and installing system drivers.
* Worked on various Application packages for Windows 2000, Windows XP, Windows Vista, Windows 7, Windows 8.1 and Windows 10.
* Experience in .MSI and working with various applications for software packaging.
* Worked on various unattended install methods like silent install using InstallShield Admin and Wise Package Studio Versions.
* Experience in working on Custom Actions, Install Script, VB Scripts, Batch Scripts and Wise Scripts.
* Expertise working on Wise package studio, InstallShield Admin Studio and Soft grid/APP-V sequencing.
* Experience working with Citrix Environment, publishing packaged applications, creating VDI’s.
* Experience in Creating Transforms (MST), Patches (MSP) and Merge Modules using Different Tools.
* Expertise in using Orca, Procmon, Filemon, Regmon, In-Control tools to debug runtime problems in a Locked-down environment.
* Extensive experience in design and installation of Microsoft System Configuration Manager 2007-2012.
* Experience in Administering and Maintaining SCCM 2007/2012 infrastructure.
* Creating complex query-based User and Computer collections.
* In-depth knowledge of SCCM client installation, software distribution, remote control, and other SCCM issues.
* Successfully worked on design and deployment of mid to large scale SCCM infrastructures.
* Expertise in SCCM Administration, deployment, packaging, network inventory, installer and network designing.
* Creation of transforms (MSTs) patches and merge modules.
* MSI Validations for ICE using Orca and wise package studio.
* Worked with App-V Sequencer and Client for sequencing, streaming, testing and troubleshooting virtual applications.
* Good Knowledge of Windows Registry, File System, Services, Devices, Security, Windows 2003 Active directory services and other facets of XP.
* Work with Properties to customize MSI installs for different situations.
* Work with MSI tables directly or through GUI.
* Experience in Validating MSIs using Microsoft Orca.
* Self-starter, motivated to learn, takes initiative and has experience working on complex projects and strict deadlines.
* Good team player with innovative, team-oriented, progressive experience in software design, development and testing.
* Ability to set and achieve goals, work well independently or in a team, skills in identifying problems and meeting goals.

***Technical Skills:***

Operating Systems : Windows XP Professional SP1/SP2, Windows server 2008/R2/2003/2000, Windows

2000/2003/XP, Windows 7, Windows 10

Packaging Tools : Wise Package Studio 4.01/4.6/5.6/6.0/7.0, SMS Installer, Install shield, AdminStudio

5.0/7.x/9.x/10.x/11.x

Programming : C#, C, VB.NET

Virtualization Tools : SoftGrid, Microsoft App-V, Citrix,

Scripting : Install Script, VBScript, PowerShell, Wise Script

Databases : MS Access, Oracle 9i, SQL 2005/2008

Management Tools : Altiris, SMS/SCCM

EDUCATION

*Master’s in Computer Science from* Texas A&M University, Kingsville, USA

*Bachelor’s in Electronics and Communication Engineering from* V. R. Siddhartha Engineering College- AP, India

PROFESSIONAL EXPERIENCE

***Change Healthcare 12/2021 - Current.***

***SCCM Engineer / Application Packager***

***Responsibilities:***

* Work with architects, integration engineers, and developers to design solutions and improve data quality, security, and compliance or extend current capabilities and offerings to customers.
* Identify, analyze, define, and coordinate user, customer, and stakeholder needs and translate them into hardware and software requirements.
* Having experience with collaboration tools like MS Teams, Skype for Business O365 tools.
* Design and Administration of Microsoft Intune for PC and MDM devices
* Manage Windows 10 and Down-level OS PC, mobile, iOS and Android Devices
* Configure Azure AD Join and Azure AD policies, Groups, Azure AD Connect, Device Registration
* Autopilot (Cloud, Hybrid, Self-Driven, and White Glove)
* Define Device Enrollment Processes for both PC and Mobile Devices
* Deploy Software and Configuration Policies via Microsoft Intune
* Define MAM and Compliance Policies via Intune
* Define Windows Update and Windows 10 Feature Update ring policies.
* Deploy Custom OMA-URI CSP policies to mimic GPOs via Intune
* Support for Co-mgmt using SCCM and Intune, Cloud Management Gateway
* As part of Network Infrastructure Engineer provided technical support to the development of the infrastructure systems and services. define, order, and monitor installation and integration of hardware in the network, including routers, switches, servers, power systems, and cables. Engineers’ also plan, design, and deploy networks.
* Extensive troubleshooting experience in areas such as mailflow, email security, outlook client and calendaring
* Create removal process by scripting new uninstallers for the pre-built Task Sequence if new applications found.
* Run automated script and monitor to determine if successful, remediate if did not complete successfully.
* Perform data validation, analysis, warehousing, and data mining to improve Data Consistency and address gaps.
* Patching all the client/server’s machines monthly with the Microsoft Security updates and other third-party application updates using SCCM 1910.
* Created PowerShell scripts to constantly monitor the health of the Exchange messaging.
* infrastructure and notify my teammates or myself in the event of a problem.
* Created scripts using Windows PowerShell to automate Identity Lifecycle Management, including, but not limited to, the creation, managing and decommissioning of user accounts.
* Designed and Implemented SCOM 2012 environment with multiple management groups monitoring over 10,000 servers and devices.
* Developed organizational units in Active Directory (AD) and managed user security with group policies.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise.
* Provide level III support as per the request on various issues, investigate and troubleshoot.

**ROLTA, Hyderabad February 2021 – July 2021**

**SCCM Engineer**

**Responsibilities:**

* Manage, run and maintain enterprise client management platform using Microsoft Systems Center 2012 R2
* Used Install Shield Admin Studio on Windows 10 for repackaging applications and create transforms for Vendor MSI’s for enterprise roll-out.
* Worked on SCCM Failover cluster patching, site server, Distribution Points and resolved with accurate process.
* Configured Azure web services, Cloud Management Gateway, Co-Management and Windows AutoPilot using SCCM v1902.
* Configuring and maintaining security updates for servers/workstations using WSUS/SCCM 2016 (SCCM v1902).
* Successfully completed migration process of Windows 8.l machines to Windows 10 with 95% compliance rate.
* Successfully rolled out Windows 10 In-Place Upgrade for VPN users.
* Remediated Network connectivity issues on Windows 10 for VPN users using custom In-House built installer and Active Set-up technology.
* Successfully created scripts using powershell to remove Edge shortcut from Taskbar and re-apply user pinned shortcuts during logon for the first time.
* Patching all the client machines monthly with the Microsoft Security updates and other third-party application updates.
* Implemented Bit locker configuration on Win10 devices.
* Worked on deployment of a combination of on-device applications and configurations (MDM)
* Working on Operating System Features and enhancements for Windows 8.1 / Windows 10
* Create and distribute application packages (virtual and physical) to the enterprise that meet technical requirements.
* Create engineered solutions for medium-to-complex initiatives according to specified requirements and design and review/approve project requirements.
* Interface with service management and security teams to assist in effective remediation through controlled major incident management & response.
* Identify research, diagnose and escalate as needed production problems such as defects, questionable functions, errors, and inconsistencies in systems functions, outputs, and content.
* Supports the operation and maintenance of System Center Configuration Manager (SCCM) 2012 corporate infrastructure. Installs, upgrades, and patches operating systems and complex software packages.
* Conducts routine software audits to ensure compliance with established standards, policies, and configuration guidelines.
* Provide Tier 3 support for escalated desktop issues in relation to application deployment.
* Experience in SCCM rollouts, improvements, troubleshooting projects.
* Application and solution packaging for SCCM deployment utilizing industry tools such as AdminStudio – with detailed understanding of command line parameters, rules on installing, task sequence deployment with multiple components and steps in between, etc.
* Packaging and deploying all client applications with Flexera and Microsoft tools (AdminStudio/Wise, System Center Configuration Manager)
* Publishing and Managing of Application packages and assigning AD Group permissions in App-V management console.
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* Responsible for creating Virtual packages using App-V and VMWare ThinApp in VDI environment.
* Created base images for Citrix VDI environment.
* Worked with Public properties for user input values, for the end-user to change the parameters during Maintenance mode.
* Worked with various custom actions and sequences to trigger based on the changes required such as substituting the values on the end user machine configuration.
* Created silent install for chained MSI’s and substituted the properties using command line.
* Provided 3rd level infrastructure support, and assisted in the maintenance and troubleshooting of SCCM, and client workstations; possess good understanding of the SCCM infrastructure including boundaries, site server roles, and parent/child relationships in order to troubleshoot SCCM related issues.
* Automate the applications for software distribution using Install shield 2013.
* Repackaging foreign software installations with Admin Studio 11.5 using Repackaging tool.
* Worked on post installation configuration requirements, this includes launching the application to disable options, accepting license agreement, turning off automatic updates, changing menu bars, add/remove default icons, install updates, etc. for all Enterprise applications.
* Coordinate the packaging and deployment of applications to a distributed systems desktop environment.
* Experience on MSI, MST (Transforms), MSM (Merge Modules), MSP (Patches).
* Experience in using tools like Orca to directly edit the MSI/Validating the MSI.
* Used debugging tools such as Procmon to debug application issues.
* Application compatibility testing against core images for Windows 7.
* Work with Properties to customize MSI installs for different situations.
* Used Transforms and Patches to affect a seamless installation of the package on to the desired desktop.
* Silent installations using switches response files and automated scripts for user free interaction.
* Documented the steps and procedures for all the applications according to company standards.
* Interacting with the user to gather requirements and to test the application using remote assistance and online meeting.
* Sequencing applications onto Windows 7 using App-V 5.0.
* Perform general administrative tasks in the App-V management console such as setting up publishing servers, configuring publishing refresh, configuring disconnected operation mode.

***GDIT Sep 2018 – Feb 2021***

***SCCM Engineer***

***Responsibilities:***

* Worked on various unattended install methods like Silent installations using switches.
* Repackaging hundreds of hospital related software installations with Wise Package Studio and editing the MSIs as per the Application packaging standards.
* Worked on Silent Installs for certain applications to automate them for software distribution.
* Worked with Wise Package studio 8 and highly expertise in MSI tables, components and features.
* Creating Windows Installer package for x86 and x64 architecture.
* Worked on various scripting tools like VBScript, and Wise Script to meet certain customizations required by the client.
* Developing and maintaining automation of software builds and deployments by using Microsoft Visual Studio and NAnt.
* Troubleshooting the applications by remotely logging to the client systems in UAT
* Used Filemon, Regmon and Procmon to debug runtime errors in a Secured environment.
* Debugged & Validated MSI packages for any inconsistencies to match the company standards.
* Working on Various applications to build MSI packages and using Transforms (MST), Merge Modules (MSM) and Patches (MSP) according to the package requirement.
* Experience in working on the Microsoft Application Virtualization (APP-V)
* Created the App-V Sequences for XP/Win7 Environment and publishing in UAT and Production Environments.
* Deployed the App-v Packages through SCCM 2007.