Sai Chandra Sekar Lingam

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SUMMARY:

* 7+ years of experience as a Microsoft Endpoint Configuration Manager (MECM and Desktop Optimization involving Application Re-Packaging in Microsoft Technologies like Windows Installer and Application Virtualization, SCCM Administration, System Administration, Citrix Platform, and Incident Handling for Production support.
* Experienced in configurating and managing the SCCM Server as well as fix vulnerability found on SCCM Servers, provide expertise for designing, planning, testing, and implementing of SCCM.
* Experienced in creating SSRS reports, SQL Queries, and scripting using PowerShell and met customizations using VBScript, and Wise Script.
* Installed and configured the SQL Server, Active Directory replication; software deployment, patching, OS Deployment, SQL Server Reporting Services (SSRS).
* Experience Active directory services, managed windows server and client system patching through SCCM.
* Extensive experience in design, implementation, and management of SCCM.
* Excellent knowledge with SQL Queries, creating custom reports, and scripting using PowerShell.
* In-depth knowledge of SCCM software deployment, patch deployment, remote control, and troubleshooting issues.
* Successfully worked on design and deployment of mid to large-scale SCCM infrastructures, managing and Administering SCCM 2012 & SCCM 2007 Infrastructure & support.
* Having experience with WSUS and Group policy, working on Patch Management and Software Updates.
* Experience in enterprise Desktop Management, and Software deployment and automating SCCM Administration which has repetitive activities and reduces manual errors and efforts.
* Worked on Silent Deployment of various Applications using Microsoft Installer (MSI), App-V, VB Script to automate the installations. Package and repackage MSI based applications using native Microsoft tools and Admin Studio.
* Experienced in Software Management involving Assessment, Remediation, Packaging, Deployment and QA Testing.
* Good knowledge and experience on MSI, MST (Transforms), MSM (Merge Modules), MSP (Patches) and MSI database tables, App- V and SCCM.
* Interacted with the business team to gather requirements and specifications which are needed to repackage the application. Had technical meetings with application SME and Vendors to understand functionality of the application and ensure complete unattended installation.
* Conducted peer review and pre-quality control on packages created by team members and final quality checks before releasing to testing. Interface with end-users and application testers to troubleshoot and debug application configuration and deployment issues.
* Created 3rd party update packages through SCUP and remediate failed deployments, troubleshoot, and solve SCCM specific technical issues, engaging in root cause analysis.
* Good Knowledge of Windows Registry, File System, Services, Devices, Security, Windows 2000 Active directory services, ODBC. Good understanding of desktop (Windows) technologies.
* Good Working knowledge with Microsoft Outlook2010\2013, Office Communicator 2010\Lync, Lotus Notes 8.5. Experience in working with Remote machines and Virtual machines.
* Works well both independently and as part of a team. Can handle tasks efficiently under pressure and conflicting priorities.

**TECHNICAL SKILLS:**

Environment Win10, win 7, Win XP, Win Server 2012 2008.

Assessment ACT, App DNA, Flexera Assessment Tool.

Ticketing Service Now Ticketing Tool, Remedy Console

Packaging Admin Studio, Install Shield, App-V 5.0, 4.6, Wise Studio

Scripting Scripting with WMI, Runbook Designer, Win Batch, VBScript, PowerShell, Batch Files

Software Distribution MECM CB, SCCM 2012, SCCM 2007, HP-Radia, Orchestrator Console

Citrix XenApp 6.5, Presentation Server 4.5, Citrix XenApp 4.5,

Imaging WAIK, Image-X, MDT, Symantec Ghost

# ***Education***

Bachelor’s in Computer Science from Gandhi Institute of Technology & Management, Vizag,India

Master’s in computer science from Texas A&M University, TX

***Professional Experience***

***TIAA, Charlotte, NC*** ***Sep 2021 – Till date SCCM Administrator***

***Responsibilities:***

* Co-ordinate with IT support team for real time troubleshooting.
* Managing MECM Infra and ensure it healthy and install, configure, and maintain the MECM server, ensuring patches are deployed and SQL database is backed up monthly.
* Deploying applications and packages and ensuring agreed compliance percentage is reached.
* Schedule Monthly Patch deployment for Non-Prod/Production Servers.
* Architected, software deployment, patched, operating System Deployment, SQL Server Reported Services (SSRS).
* Deploying security updates, and fix any vulnerability found on MECM Servers, create Software Update groups with monthly Microsoft Office Updates and Third-Party Updates.
* Verify all previous missing patches based on Vulnerability list from Tenable and add them to Software Update Groups.
* Primary role in installing, configuring, troubleshooting, testing and documenting software deployments throughout agile environments.
* Deploying Task Sequences through MECM; Create boundaries in MECM, monitor Client Health checkup & remediate the inactive clients.
* Worked on various unattended install methods like Silent installations using switches and developed the applications for Win XP and Windows 7 based machines.
* Repackaging hundreds of hospitality 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.
* 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.
* Extend Hardware inventory and configure software inventory as per requirement, write & work on PowerShell scripting when required.
* Create configuration baselines; Create custom client setting as and when required and create custom SSRS reports; Suggesting and working on improvements for better compliance.
* Providing support for applications and OS remotely, working on tickets and changes in ServiceNow.

***TD Ameritrade, SC***

***SCCM Deployment Engineer / Application packager October 2016 – Feb 2019***

***Responsibilities:***

* Part of software distribution team.
* Creating custom reports utilizing the SCCM DB using custom SQL queries and SQL Reporting Services.
* Providing technical expertise for the designing, planning, testing and implementation phases of Client Server projects as assigned by Client Server Management.
* Create custom collections and deploy requested applications / packages to it, setup ad-hoc software installation request by configuring AD groups. Manage mass rollouts of software.
* Experience with creating SQL Query reports and general reports for systems, Work with Security team to provide data from SCCM for investigations.
* Used Wise Package Studio 5.6 Professional to repackage the application packages and to take the snapshot of the pre-install and post-install and capture the changes for XP and Vista.
* Used VMware Workstation 5.x version to build and test MSI packages, created Transforms (MST) against vendor provided MSI applications, according to the package requirement.
* Written Wise Scripts and VB Scripts to make the applications work and to meet the company standards.
* Used Filemon, Regmon and Procmon tools for monitoring the files and registry keys accessed by the application, as part of troubleshooting.
* Used SMS for deploying the packages, created batch files and exe files for manual installs and used wrapper.exe for automated installs.
* Extensively worked with Orca to edit the MSI tables, Merge Modules, created custom actions within MSI to make the applications work according to the company standards.
* Tested the applications in the Lockdown environment before sending the application to QA, performed quality assurance analysis on all the packages before distributing them to production environment, documented the steps and procedures for all the applications.
* Provided desktop support, Installed, and configured XP workstations and laptop.
* Remediate software distribution, deployment issues and ensure it reaches compliance level, deploy Task Sequence; Create custom reports, write PowerShell script as and when needed; Create compliance baselines.
* Client Health status troubleshooting and SCCM reporting, responsible for Software updates and rollout; Windows Patching and software updates
* Task Sequence creation for various builds; Worked on Group policy and WSUS for patch management.

***Bharat Petroleum Corp, Ltd. Vizag, India May 2015 – October 2016***

***System Engineer***

***Responsibilities:***

* Providing Desktop level solutions to end users based on the remedy calls that within the SLA using Service now (Ticketing Tool).
* Installation, troubleshooting and configuration of Win Server-2008,2012 and Client OS Win 7/8/Operating System.
* Sound familiarity with Windows7 and Window 8 at the user level, including user and application installation.
* Install and configure the SQL Server, AD replication, DFS Replication management. DHCP Server Network load balancing.
* Managing user accounts using AD, configuration and Managing the SCCM Server, experience in working with agile process.
* Distributed package via GPO across desktop and server, installing and configuring application software and tools as per the guidelines of the organization and Client.
* Solving day-to-day problems on desktop and Laptop; MS outlook configuration, Outlook backup & restore and troubleshooting.
* Remote desktop and Remote assistance (SCCM Remote console); Maintaining the Asset and updating on the weekly basis.
* Supporting users and coordinating with other IT teams for Network and Server related issues, adding Computers to appropriate OU in the AD and configuring the system to domain.