Nagendra

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***SUMMARY***

* Over 12 years of experience as a Intune admin, SCCM admin and Software Packaging Engineer using Installshield AdminStudio 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/SCCM2007/2012/2016/2019/2208 HP Client Automation (HPCA/Radia).
* Application package deployment and Reporting through Intune
* Packaging and re-packaging MSIs for heavily locked-down environments
* Experience in automating the applications for software distribution using Installshield AdminStudio, Wise Package Studio
* Management in administering and configuring mobiles devices for enterprise users via office 365, Intune standalone, Hybrid (SCCM Integration with Intune), and Azure active directory environments.
* Experience in creating Intune WIM files for Intune Environment.
* Mobile Integration for laptops/desktops tablets and phones for Intune.
* Experience in creating and maintaining complex installers (Installscript and Windows MSI)
* Experience in enterprise Desktop Management, and Electronic Software Distribution
* Strong working knowledge of windows installer, MSI tables, windows registry entries, and installing system drivers
* Experience in installing, upgrading and uninstalling of packages using Chocolatey in windows
* Experience in installing, upgrading and uninstalling of packages using RPM in Linux
* Worked on various Application packages for Windows 2000, Windows XP, Windows Vista and Windows 7 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
* Working knowledge with SQL scripting
* Experience in working on Custom Actions, Install Script, VB Scripts, PowerShell,
* Expertise working on Wise package studio, Installshield Admin Studio and Soft grid/APP-V sequencing
* 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 problem in a Locked-down environment
* Extensive experience in design and installation of Microsoft System Configuration Manager 2007-2016
* Experience with OSD using MDOP and MDT within SCCM
* Experience in Administering and Maintaining SCCM 2007/2012/2016/2019/2208 infrastructure
* Experience in Patching, Reporting and Imaging in SCCM 2007/2012/2016/2019
* 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
* 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
* Provides windows server systems architecture, administration, installation, optimization, problem isolation and resolution
* Good Knowledge of Windows Registry, File System, Services, Devices, Security practices, Windows 2003,7,10 Active directory services.
* Experience in Application requirements gathering.
* Work with Properties to customize MSI installs for different situations.
* Work with MSI tables directly or through the GUI
* Experience in Validating MSIs using Microsoft Orca
* Experience in documentation, technical support, troubleshooting
* 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.
* Troubleshooting content deployment issues with SCCM 2016
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* Experience in IT and Operations management

***EDUCATION***

Bachelor’s Degree in Computer Science, India

***TECHNICAL SKILLS:***

Operating System : Windows XP Professional SP1/SP2, Windows server 2012/2008/R2/2003/2000,

Windows 2000/2003/XP, Windows 7,10, Linux

Packaging Tools : HP Client Automation (HPCA/Radia), Batch Publisher, Wise Package Studio

4.01/4.6/5.6/6.0/7.0, SMSInstaller,Installshield,AdminStudio5.0/7.x/9.x/10.x/11.x

Programming : C#, C, VB.NET

Virtualization Tools : SoftGrid, Microsoft App-V

Scripting : Install Script, VBScript, PowerShell, Wise Script, REXX Script

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

Management Tools : Altiris, SMS/SCCM2007-2016

***PROFESSIONAL EXPERIENCE:***

***Client: Eli Lilly Indianapolis IN Jan’20-Tilldate***

Role: Sr.SCCM Admin, Sr Intune Admin and Application Packager

**Responsibilities:**

* Management in administering and configuring mobiles devices for enterprise users via office 365, Intune standalone, Hybrid (SCCM Integration with Intune), and Azure active directory environments.
* Creating Intune WIM files for Intune Environment.
* Mobile Integration for laptops/desktops tablets and phones for Intune.
* Creating and updating various PowerShell scripts for windows, Active Directory, Azure AD and O365.
* Setup and configuring device collections and software packages for deployment.
* Worked on .REG files like creating and merging, debugging the invalid entries and working with existing registry using PowerShell Script
* Customize MSI’s packages using Admin studio.
* Creating Windows Installer package for x86 and x64 architecture.
* Using SCCM 2019 for deploying the packages
* Creating packages, programs, collections, and advertisements for large scale enterprise deployments
* Provided infrastructure and design guidance for setting up and maintaining SCCM environments.
* 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
* Operating system deployment By Using Imaging (OSD).
* Created custom actions with in 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.
* Provided desktop support, Installed, and configured XP workstations and laptops.

***Client: ThermoFisher Pittsburg PA Nov’18-Jan’20***

Role: Sr.SCCM Admin and Application Packager

**Responsibilities:**

* Performing the Microsoft patch testing and deployment
* Coordinate the packaging and deployment of applications to a distributed systems desktop environment.
* Troubleshooting applications capture issues during sequencing and while streaming to the clients
* Used Transforms and Patches to affect a seamless installation of the package on to the desired desktop.
* Writing and executing the test cases in Jira
* Capturing and Deploying an Operating System Image
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* Repackaging foreign software installations with Admin Studio 11.5 using Repackaging tool.
* Provided infrastructure and design guidance for setting up and maintaining SCCM environments.
* Provided Risk Assessment and remediation guidance for SCCM infrastructures.
* Provided best practice guidance on setting up and maintaining a solid patching solution using SCCM.
* Deployment and virtualization of applications using Microsoft Application Virtualization 4.6 SP1.
* Worked with App-V Sequencer and Client for sequencing, streaming, testing, and troubleshooting virtual applications.
* 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.

***Client: AARP, Washington DC Nov’17-Oct’18***

Role: Sr.SCCM Admin and Tester

**Responsibilities:**

* Operations and Maintenance for Deploying operating systems in configuration manager.
* Performing cross platform audits of Active Directory (AD) objects and user permissions on Windows server 2012 R2
* Customize MSI’s packages using Admin studio.
* Performing the Testing for packaged applications
* Involving in Windows 7 to Windows 10 migration
* Performing the Microsoft patch testing and deployment
* Coordinate the packaging and deployment of applications to a distributed systems desktop environment.
* Troubleshooting applications capture issues during sequencing and while streaming to the clients
* Used Transforms and Patches to affect a seamless installation of the package on to the desired desktop.
* Writing and Executing the test cases in Jira
* Capturing and Deploying an Operating System Image
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* 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.
* Using tools like Orca to directly edit the MSI/Validating the MSI.
* Coordinate the packaging and deployment of applications to a distributed systems desktop environment.
* Creating MSI, MST (Transforms), MSM (Merge Modules), MSP (Patches).

**Environment**: Windows 10, AdminStudio, Install Shield 2016, OCT, ORCA, VB Script, Procmon, App-V, Citrix XenApp, SCCM 2016. Azure Workstation

***Client: Verizon, Tampa, FL Apr’16–Oct’17***

Role: Sr.SCCM Admin Engineer

Responsibilities:

* Used Install Shield Admin Studio on Windows 7 for repackaging applications and create transforms for Vendor MSI’s for a roll-out from Windows XP.
* Capturing and Deploying an Operating System Image
* Configuring configuration manager for operating system deployment
* Operations and Maintenance for Deploying operating systems in configuration manager
* Performing cross platform audits of Active Directory (AD) objects and user permissions on Windows server 2012 R2
* Developing organizational units in Active Directory (AD) and managed user security with group policies
* Publishing and Managing of Application packages and assigning AD Group permissions in App-V management console.
* Installed and uninstalled packages using Chocolatey in windows operating system.
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* Worked with Public properties for user input values, for the end-user to change the paramaters 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 substituting the properties using command line.
* 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.

***Environment:*** Windows 7, AdminStudio11.5, InstallShield 2012, OCT, ORCA, VB Script, Procmon, App-V, Citrix XenApp, SCCM 2012.

***Client: Motorola Solutions INC, Schaumburg, IL Sep’15–Apr’16***

Role: Application Packager

***Responsibilities:***

* Build and capture an operating system image and distribute it to distribution points.
* Create and configure the task sequence that installs the operating system image.
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD) enterprise on windows server 2012 R2
* Configured Group Policy Objects to create a secure windows infrastructure
* Developing both Application Virtualization 4.6 SP1 and Install Shield Admin Studio 11.0 on Windows 7 and Windows XP for repackaging.
* Built setup.exe packages, MSI packages and MST transforms according to the package requirements.
* Experience in using tools like Orca to directly edit the MSI/Validating the MSI.
* Installed and Upgraded the packages using RPM in Linux.
* Worked on .REG files like creating and merging, debugging the invalid entries and working with existing registry using VB Scripts.
* Customize MSI’s packages using Admin studio.
* Creating Windows Installer package for x86 and x64 architecture.
* Used SCCM 2007/2012 for deploying the packages
* Deploying the packages with SMS/SCCM 2007
* Creating packages, programs, collections, and advertisements for large scale enterprise deployments
* Provided guidance to customers around Windows XP to Windows 7 migrations using SCCM, Microsoft Deployment Toolkit (MDT), and User State Migration Tool (USMT), MDOP
* Provided infrastructure and design guidance for setting up and maintaining SCCM environments.
* Provided Risk Assessment and remediation guidance for SCCM infrastructures.
* Provided best practice guidance on setting up and maintaining a solid patching solution using SCCM.
* Deployment and virtualization of applications using Microsoft Application Virtualization 4.6 SP1.
* Worked with App-V Sequencer and Client for sequencing, streaming, testing and troubleshooting virtual applications.
* 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.
* Developing and maintaining automation of software builds and deployments by using Microsoft Visual Studio and NAnt.

***Environment:*** Windows 7, Linux Windows XP, Microsoft App-V Sequencer 4.6 SP1 ,Install Shield Admin Studio 11.0, SMS/SCCM 2007/2012, VB Script, ORCA, VMWare workstation.

***Client: Pearson, Iowa, IA Nov’13–Sep’15***

Role: Software Packager

***Responsibilities:***

* Worked on various unattended install methods like Silent installations using switches.
* Developed the applications for Win XP and Windows 7 based machines.
* Packaging applications for three hospitals which comes under a group of **University Health Network(UHN)**
* Administered 33 **Active Directory (AD)** domains and related services supporting **145k users and 97k clients**
* Maintained and managed **Domain Name Service(DNS)** for **AETC Active Directory(AD)**
* 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 application 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.
* Created the App-V Sequences for XP/Win7 Environment and also publishing in UAT and Production Environments.
* Deployed the App-v Packages through SCCM 2007.

***Environment:*** Wise Package Studio 8.0, Windows XP /7, VMware, wisescript, Filemon, Regmon, Procmon, Orca, SCCM2007, APP-V, Microsoft Visual Studio

***Client: MNIT (D.H.S) Services, St Paul, MN Oct’12–Nov’13***

Role: Application Packager

***Responsibilities:***

* 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.
* 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
* Operating system deployment By Using Imaging(OSD)
* 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 with in 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.
* Provided desktop support, Installed and configured XP workstations and laptops
* Documented the steps and procedures for all the applications according to company standards.

***Environment:*** Windows Vista/XP, VMware, Wise Package Studio 5.6, VB Script, Filemon, Regmon, Procmon, ORCA and SMS2003