

KALLEPU VINAY RAO

📍 London, UK | 📞 07774849860 | ✉ kallepuvinayrao@gmail.com 🔗 linkedin.com/in/vinay-rao-kallepu

PROFESSIONAL SUMMARY

As a forward-thinking IT professional with 5.5 years of experience, I bring a proven track record in managing enterprise IT infrastructure, 2nd/3rd Line Support, and delivering innovative technical solutions. My expertise spans Microsoft 365 administration, SCCM/Intune, and Windows 10/11, supporting large-scale environments with over 100,000 devices. I have streamlined operations, reduced patch delivery time by 30%, and improved compliance tracking using Power BI. Recognized for leadership and team mentoring, I've led cross-functional teams to resolve complex technical issues, maintain network infrastructure, and ensure service continuity. With an MBA from the University of East London, I combine strong technical proficiency with strategic business insight, positioning me to drive impactful results in IT service delivery and infrastructure management.

CORE SKILLS

2nd/3rd Line Support • Microsoft SCCM & Intune • Microsoft 365 Administration • Windows 10/11 Deployment • Active Directory, DNS, DHCP • Patch Management & OSD • Power BI & SQL Reporting • ITIL Processes & ServiceNow • VPN, VLANs, Firewall Rules

PROFESSIONAL EXPERIENCE

Deloitte – Analyst

Jul 2022 – Mar 2023

- Delivered 2nd/3rd Line Support for enterprise users across multiple regions.
- Managed SCCM patch deployment for 100,000+ devices.
- Created Power BI compliance dashboards to improve reporting.
- Supported Microsoft 365 and Windows 10/11 operations.
- Documented processes and collaborated with global IT teams.

Cognizant – Technical Lead

Dec 2019 – Jul 2022

- Led a team of 4 engineers handling global 2nd/3rd Line Support.
- Reduced patch delivery time by 30% and SCCM latency by 15%.
- Managed Intune Autopilot, DNS, DHCP, and AD across EMEA/APAC.
- Developed an app packaging framework and automated processes.
- Received Best Employee Award for innovation and leadership.

SPAR UK – Shift Manager

May 2023 – Present

- Oversaw inventory control, team leadership, and daily operations.
- Trained staff, improved sales through effective stock management.
- Delivered strong frontline customer support in a high-volume setting.

EDUCATION

MBA, University of East London, UK

May 2023 – Jan 2025 | Strategic Management & Leadership

B.Tech – Mechanical Engineering, SR University, India

Aug 2015 – Jun 2019 | Graduated with Gold Medal