



# CHANDRA KISHORE

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## PERSONAL SUMMARY

Results-driven Senior EUC Engineer with over 7 years of expertise in end-user computing and executive support. Demonstrates a strong track record in managing high-performing teams and optimizing **desktop support** while providing exceptional **support service** to C-suite executives. Skilled in **hardware/software lifecycle management**, advanced troubleshooting, and IT service delivery within **enterprise systems**. Proven ability to maintain 99%+ SLA compliance, drive process automation, and negotiate with vendors effectively. Recognized for consistently enhancing customer satisfaction through innovative solutions and prioritization of user experience.

## CORE COMPETENCIES

- ✓ Executive Support: C-level & Board-level troubleshooting, VIP IT assistance
- ✓ Team Leadership: Mentoring EUC engineers, shift scheduling, **KPI tracking**, and motivating team performance
- ✓ EUC Technologies: Intune, SCCM, Jamf, Azure AD, M365, PowerShell
- ✓ Hardware/Software Management: Procurement, imaging, patch management, and **inventory management**
- ✓ ITSM & Compliance: ITIL, CMDB upkeep, knowledge base documentation, and **configuration management**
- ✓ Shift Flexibility: Experienced in rotational shifts (9AM-9PM) & on-call support

## TECHNICAL SKILLS

- **EUC Tools:** Microsoft Intune, SCCM, Jamf, Autopilot, PDQ Deploy
- **Scripting:** PowerShell (automation, logging), Bash, KQL
- **OS & Devices:** Windows 10/11, macOS, iOS, Android, HP/Dell/Lenovo
- **Collaboration:** M365, Teams, Zoom, SharePoint, OneDrive
- **ITSM:** ServiceNow, JIRA, CMDB management

## EXPERIENCE

**Senior End User Computing (EUC) Engineer** / Indian Air Force - Bhatinda, IN

07/2020 - 09/2024

### Team Leadership & Escalation Management

- Led a team of 5 EUC engineers, reducing escalations by 30% through structured training and clear SOPs.
- Mentored junior staff, resulting in two promotions to L2 support roles within 12 months.
- Acted as final escalation point for C-suite executives, resolving critical issues with .

### Executive & High-Priority Support

- Provided white-glove support to Board members and C-level staff, ensuring seamless operation of devices, video conferencing, and secure remote access.
- Deployed customized M365/Teams setups for executives, reducing meeting setup time by 40%.

### Hardware & Software Optimization

- Managed global hardware procurement (1,200+ devices/year), saving \$150K through vendor negotiations.
- Automated Windows/macOS imaging via Intune & Jamf, cutting deployment time by 50%.

### Process Improvements

- Reduced ticket resolution time by 25% by creating a knowledge base of advanced troubleshooting guides.

- Implemented CMDB cleanup initiative, improving asset tracking accuracy to 98%.

#### Shift & On-Call Support

- Worked rotational shifts (9AM-9PM) and participated in 24/7 on-call rotations for critical outages.

#### **EUC Engineer** / Indian Air Force - ANDHRA PRADESH, IN

01/2013 - 06/2020

- Automated software deployments via PowerShell, reducing manual workload by 20 hours/month.
- Led Windows 10 → 11 migration for 2,000+ devices, completing rollout 2 months early.
- Standardized printer/peripheral management, reducing related tickets by 35%.

#### **System Administrator** / Indian Air Force - Delhi, IN

09/2004 - 12/2012

- Installed firewalls and antivirus software to improve cybersecurity.
- Kept systems operating efficiently by performing necessary upgrades and repairs.
- Provided appropriate permissions to users for accessing files and databases.
- Developed and implemented system security policies, procedures and standards for the organization.
- Planned, tested and supported high-availability infrastructures.
- Trained and directed users on correct use of software and hardware within systems.
- Participated in projects related to new infrastructure implementations or migrations from legacy platforms.
- Built new file servers to maximize web hosting, terminal servers and domain control performance.
- Implemented inventory control measures to replenish and maintain IT equipment, supplies, tools and replacement parts.
- Performed daily backup operations using Symantec Backup Exec 2012 R2 software.

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## KEY PROJECTS

### .C-Suite M365 Migration & Productivity Enhancement

Challenge: Executives needed seamless transition to M365 with zero downtime

Solution: Created personalized migration plans for each C-level member, implemented OneDrive Known Folder Move for automatic backup, and developed custom Teams/Viva Insights dashboards for productivity tracking.

Results: 100% adoption rate with zero data loss, reduced executive IT support requests by 60%.

### 2. Global Windows 11 Readiness & Deployment

Challenge: Ensure 2000+ devices met Win11 requirements across 12 countries

Solution: Developed PowerShell automation to check hardware compatibility, created staggered rollout plan with executive pilot group, implemented user-state migration via USMT.

Results: Deployed to 95% of devices within 3 months, reduced help desk calls by 45% through proactive training.

### 3. Mobile Device Management (MDM) Implementation

Challenge: Secure 500+ corporate iOS/Android devices after BYOD policy change

Solution: Deployed Microsoft Intune with conditional access policies, created a self-service portal for device enrollment, implemented automated compliance reporting.

Results: Achieved 100% compliance with security policies, reduced manual device management time by 70%.

### 4. Executive Video Conferencing Standardization

Challenge: Inconsistent meeting experiences for board members

Solution: Deployed Dedicated Teams Rooms in executive suites, created standardized equipment checklist, trained admins on advanced troubleshooting.

Results: Eliminated 90% of meeting setup issues, reduced A/V support tickets by 75%.

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## EDUCATION

**MBA:** Marketing

02/2024

LOVELY PROFESSIONAL UNIVERSITY - PUNJAB

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### CERTIFICATIONS

- AWS CLOUD PRACTITIONER
- ORACLE 11G, PL, SQL
- WINDOWS SERVER 2012 R2

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### LANGUAGES

**Telugu:** First Language

<b>English:</b>	C2	<b>Hindi:</b>	C2
<div><div></div></div>		<div><div></div></div>	
Proficient		Proficient	

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### ACTIVITIES AND HONORS

- Best Employee for 4 times.