**Deepchand Pinnaka**

**Professional Summary**

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* 7+ years as Desktop Engineer working on System Administration and deploying applications with SCCM 2007/2012 and Application Packaging/Virtualization on Windows XP Professional/Windows Vista/Windows 7 /Windows 8, Windows 8.1/ and Windows 10
* Extensive experience on Microsoft Client products, Server and Network Technologies
* Expertise in integrating and managing client device with Microsoft Windows Intune.
* Expertise in packaging tools like Wise Package Studio, Flexera AdminStudio, Installsheild, App V 5.0 sp1 and VM Ware Thinapp 4.7
* Working knowledge on cloud services such as Azure, Intune, Exchange, SharePoint, OneDrive, O365 ProPlus, Yammer, AADP (Azure Active Directory Premium) and ARMS (Azure Rights Management Services).Extensively used PowerShell, VB Scripting and Wise Scripting to implement Custom Actions in an MSI and for Automation.
* Expertise in using imaging tools like Symantec Ghost, MDT 2012/2013
* Good experience in configuring USMT for various windows migrations
* Experience in deploying applications, policies and profiles (Email profiles, Wi-Fi Profile and Certificate Profiles) through Intune and Intune Hybrid (Intune integrated with SCCM).
* Experience in deploying application through Citrix Xenapp 5 including Application Streaming Process, Application Delivery Criteria and User Profiles
* Excellent knowledge of Windows Operating, its File System, WMI, Registries, Services, ODBCs and Environmental Variables.
* Good Knowledge of Windows Active directory services and Group policy
* Expertise in Deploying applications and patches using SCCM 2012
* Experience in creating AD Groups, adding and deleting Users to the AD Groups.
* Good Experience in creating necessary SCCM Collections both Static and Dynamic.
* Experience in generating Reports on SCCM using SQL management Studio
* Have good exposure in using Windows Installer SDK development tools like Orca to work with MSI's and debugging for package review/cleanup.
* Very well experienced in using/creating Transforms (MST), Patches (MSP) and Merge Modules for use with MSI's and testing and deploying the applications.
* Good Knowledge in Distribution tools like Altiris, LanDesk and SMS/SCCM and expertise with Sequencing Tool AppV 5.0sp1 and citrixXenapp
* Excellent troubleshooting skills and well experienced in using Process Monitor, Process Explorer, InCntrl and various sys internal tools.
* Experience in Microsoft ACT compatibility tool.
* Worked on various Application packages for Windows2000, Windows XP and 64 bit operating systems Windows Vista and Windows 7.
* Has excellent communication skills and good understanding of business workflow.
* Co-ordinate with application development team and IT business team to gather requirements and establish standards and installation & deployment strategies.

**Technical Skills**

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| Operating Systems | Windows 7/8/10, Windows Vista, Window XP, Windows Server OS 2000/2003/2008, Windows NT Server 4.0 and Workstation, Windows 95, Windows 98 and MS-DOS |
| Packaging | Wise Package Studio 8.0, 7.0, 6.0, 5.6, Install Shield AdminStudio 6.0, 7.0, 8.0, 8.5, 9.0, 10.0. |
| Scripting & Languages | VBScript, MSI/Install Script, Wise Scripting, Power Shell, Batch |
| Databases | Oracle 7.x/8.0/9.i/10.0, SQL, MS Access |
| Management & Deployment Tools | Altiris, SMS 2000/2003, SCCM 2007/2012/2014, Active directory, Group policy, O356 |
| Imaging tools | WAIK,DISM, ImageX, VMware 5.5, 6.0, 7.0, 8.0, Symantec Ghost 9.0 |
| Programming languages | C, java, HTML |

**Professional Experience**

**CNA Insurance, Chicago,IL. May’2016 - Present**

**Sr SCCM Administrator**

**Responsibilities:**

* Installation, configuration, and deployment of SCCM 20012 and SCCM Current branch for imaging and deployment of applications and Operating Systems within enterprise environments.
* Used **Wise Package Studio 8.0** for creating **MSI packages**, **Transforms** and **Patches.**
* Created Windows Installer setup packages (.MSIs) and modified the MSIs as per the standards, using **Admin Studio 2014**
* Created the **App-V 5.0 sp1 application** and deployed App-v Packages through the SCCM.
* Supervised all relevant logs, including server, application, and security logs for inconsistencies and performance issues.
* Distributing Applications to Mobile Devices from Intune Portal.
* Worked on integrating SCCM 2012 Deployment Status Data into Share Point 2010 Site.
* Deploying Email Profile and Wi-Fi Profiles through Intune Hybrid (Intune integrated with SCCM and Intune) to mobile devices.
* Knowledge in Share Point Online conditional access policy to manage access to One Drive for Business.
* Worked Microsoft Deployment Tool Kit (MDT) to provide a unified collection of tools, processes, and guidance for automating desktop and server deployments.
* Worked with Server Team to incorporate remote Sales Office sites into Active Directory which integrated PCs into SCCM for upgrading, inventorying, and patching.
* Assisting in configuring management policies and services in Intune and SCCM as application deployment through web links, conditional access policies, e-mail profiles, setting up Microsoft Intune Exchange connector, enrolling supported devices and usage of Hardware and Software Inventory reports.
* ConfigMgr client as well as mobile devices managed by Microsoft Intune
* Installing Office 365 ProPlus using Click-to-run from O365 portal and deploying using SCCM with creation of SCCM package.
* Analyze the list of patches, identify the list of machines which will be part of specific collections used for patch testing, scheduling meetings within the team for analyzing criticality of the patches and testing in ETI.
* Accountable for providing 1st level / 2nd level/ 3rd level support to end-users in troubleshooting and resolving PC/Server problems.
* Setup and synchronization of WSUS with SCCM for patching maintenance. OSD via "Zero Touch" or "Lite Touch" delivery.
* Handle the tasks of creating, documenting, publishing, and communicating policies and processes that impact the life cycle of the PC
* Worked on PowerShell cmdlets for automation and regrouping them in a SCCM2012-Commands module
* Implement installation, configuration, migration, advancement and maintenance of desktop PC/Server, software and related peripherals
* Assessment and deliver input to team members and managers on issues related to patching, integration, application delivery, and on-line documentation
* Create and build specifications to ensure proper direction during testing, and implementation of the life-cycle of PC
* Active Directory and Group Policy administration, hardware configuration. User Support for VPN, MS Office, applications.
* Research prospectiveresolutions to unresolved issues, provide input on technical documentation, and lead weekly team meetings.

**Environment:**

**SCCM 2012 and SCCM 2014, AppV 5.0sp1, O365, citrixXenapp, Windows 7/10, VB script, Microsoft Windows Intune.**

**Vyaire Medical, Mettawa, IL Dec’14-Apr’16**

**SCCM Engineer**

**Responsibilities:**

* Design and Implementation of **System Center Configuration Manager 2012 SP1** Infrastructure to upgrade/migrate from SCCM 2007.
* Managed **Microsoft SCCM** deployments in a large-scale global environment of **50,000**+ users; oversaw deployments of large and complex applications targeted for mass audience.
* 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.
* Administered **Microsoft SMS servers** for client/agent installation, software distribution, creation of advertisements and collections, hardware/software inventory, and software metering.
* Worked on Intune integration with SCCM.
* Managed the deployment of applications and policies through Intune Hybrid.
* Monitoring hardware and software inventory though Intune Hybrid.
* Assisted in enrolling mobile devices through Intune.
* Migrating mailboxes from Exchange On-premises server to Exchange Online (O365).
* Worked on Mobile Device Management - In Integration with Windows Intune.
* Responsible for working with business units and developers to gather requirements to insure successful design and implementation.
* Good knowledge of AD domain, OU, user & machine accounts, groups and GPO’s.
* Experience on **SCCM reporting** using SQL server management studio and also worked on creating custom reports using Report builder.
* Created various **PowerShell scripts** to improve deployment and automation process.
* Setup USMT and configured XML filed for inclusions and exclusions of user data/profile migrations.
* Managed the Deployment of Windows Updates and Security patches through **SCCM/WSUS**.
* Provided training and documentation for the Operational Team to understand the SCCM 2012 environment and features.
* Performed site-specific risk mitigation activities as part of change management to ensure smooth implementation and transition to new applications.

**Environment:**

**Windows 7/10, PowerShell, VB Scripts, Installsheild ,SCCM 2012 SP1, O365, Microsoft windows Intune**

**CobhamSeatel, Concord, CA Aug’13-Jul’14**

**SCCM Engineer**

**Responsibilities:**

* Administrating SCCM 2012 which includes creating **packages/applications/task sequence and collections**(both direct and query based)
* Designing the work flow for Windows 7 migration which includes whole sequence of the task sequence including **USMT hard linking**.
* Certifying various hardware models and importing drivers into **SCCM for OS migration**
* Good knowledge of AD domain, OU, user & machine accounts, groups and GPO
* Experience on SCCM reporting using SQL server management studio and also worked on creating custom reports using Report builder.
* Created various **PowerShell/VB scripts** as per the requirements for CI’s in SCCM and other custom requirements using SCCM SDK
* Acting as **level 3 support** for Operating system deployment
* Creating various documents and KB’s for level 1 and level 2 support
* Created Active Directory groups for application deployment and tying them with user collections
* Managed the Deployment of Windows Updates through SCCM/WSUS
* Setup and configured device collections and software packages for deployment.
* Created various complicated application packages using **Flexera Adminstudio** and **Installsheild** for silent deployment.
* Created application packaging standards and best practices.
* Implemented and configured discovery methods, boundaries/boundary groups and client settings
* Worked on **VMWare ESX server** for creating Virtual Machines

**Environment:**

**Windows 7, PowerShell, VB Scripts, Flexera Adminstudio, Installsheild , SCCM 2012.**

**S.I.S. Sacramento, CA Oct’12-July 13**

**Sr.Application Packager**

**Responsibilities:**

* **Worked on** WISE package studio and Adminstudio **to repackage, build the application packages** for Windows XP SP2 and

Windows 7.

* Created documents for Installation instructions by contacting SME.
* Used wise script editor to wrap applications.
* Used **Orca** for editing and validating the MSI packages.
* Worked with the end users to troubleshoot problems with the packaged applications.
* Worked with VB Scripts to customize the applications and created batch files for installation.
* Worked with Windows **registries** and **file system**, worked with **ODBC** Data Sources registries to connect to a database.
* Created MSI packages for Lock down Environments.
* Worked on virtualizing the applications using App V. Sequenced applications using App-v sequencer and streamed applications.
* **Used VMware Workstation 7.1.2 for packaging and testing applications.**
* Peer reviewed the packages before certification.
* Involved in meetings, documenting the standards and procedures employed for packaging and testing the packages.
* Involved in **Internal Testing** of the packaged applications for standards and functionality before actually submitting to the Testing Team.
* Extensively **tested** the applications before rolling out to **UAT**.
* Maintained internal web page for all the image application and distributed with SMS and SCCM.

### **Centralized distribution of packages using SMS and SCCM.**

### Environment**:**

### **Windows XP, Windows 7, WISE 8.0, VB Scripts, App V 4.2, Filemon,Regmon,Orca, SMS 2003, SCCM 2007. VMware 7.1.2**