**Sethan Darpally**

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**616-264-2211**

**PROFESSIONAL SUMMARY:**

* **Senior SCCM Engineer / Systems Administrator / Application Packager** with more than 6+ years of experience which includes System Center technologies like **SMS 2003, SCCM 2007, SCCM 2012** and **SCOM 2012**, and Packaging technologies like **InstallShieldAdminStudio 5.x/6.x/7.0/8.5/9.5/10.0/11.5, Wise Package Studio 4.x/5.x/6x/7.0**.
* Created **SCCM** Infrastructure components such as Primary sites, secondary sites, Distribution points, PXE boot points, software update points, and Management points.
* Expertise in building images and deploying them by both **zero touch** and **Lite Touch** deployment methods.
* Setup and configured SCCM **Operating System Deployment (OSD)** for Windows 7 and Windows 10, this also included managing all task sequences/images for the different HALs on 7 as well as Windows 10.
* Worked on creating off-line media ISO / USB for virtual Hyper-V machines, imaging process.
* Experience in Packaging and re-packaging MSIs for heavily locked-down environments.
* Created collections, packages, programs, and advertisements to remotely install software applications, manage Microsoft Updates, and perform Operating System Deployments via SCCM (PXE and CD media).
* Expertise in automating the applications for software distribution using **InstallShieldAdminStudio**, Wise Package Studio.
* Create **PowerShell scripts** to expand the functionality by enabling tags on alerts based on Alert Object Name.
* Implemented new patching standardization and procedures utilizing **WSUS** and **SCCM 2012.**
* Created customized reports utilizing **SQL/SQL Reporting services** to help assist on making better business decisions.
* Expertise in Windows Installer Technology along with all versions of Windows Operating Systems.
* A highly motivated, result oriented team player with excellent troubleshooting and problem solving abilities, capable of objective analysis and skilled at making quick decisions based on wisdom, experience, and judgement.
* Demonstrated success in implementing and maintaining software and systems management solutions for clients; delivers on time and on budget.
* Excellent communication and interpersonal skills exhibited when dealing with clients, and executive management.

**TECHNICAL SKILLS:**

* **Management Tools**: SCCM (System Center Configuration Manager) 2012, SCCM 2007, SMS 2003, MDT 2012, SCOM 2012, SCORCH 2012, SQL Queries, Flexera, Hyper-V, PowerShell, Visual Studio, VBScript, Citrix, Windows Azure, MDOP /SCROCH
* **Operating Systems**: Windows 10, Windows 8, Windows 7, Windows Vista, Windows XP, Windows Server 2012/2008R2/2008/2003
* **Packaging Tools:**Wise Package Studio 4.01/4.6/5.6/6.0/7.0, SMS Installer, Installshield, AdminStudio
* **Virtualization Tools:** SoftGrid, Microsoft App-V, Citrix.
* **Scripting:** VBScript, windows Batch, Java Script, HTML, SQL, Power shell.
* **Imaging Tools:** VMware 9.0/8.0/7.0/6.0, Sun virtual Box, Hyper-V and MS Virtual PC

**EDUCATION:**

Bachelor in Computer Science Engineering, JNTU, India

**PROFESSIONAL EXPERIENCE:**

**State Of Wisconsin (DHS), Madison, WI. Nov 2015 – Present**

**WINDOWS ENGINEER**

* Manage, run and maintain enterprise client management platform using **Microsoft Systems Center 2012 R2.**
* Configured SCCM **Operating System Deployment (OSD)**, Task Sequences, Driver Injection and User State Migration to automate **Windows 10** image creation and deployment.
* **Creating, managing Operating System images** for different hardware models supported in the company. This includes **task sequences**, **injecting drivers** to image or creating **driver packages.**
* Patching all the client machines monthly with the Microsoft Security updates and other third party application updates.
* Working on Operating System Features and enhancements for **Windows 7** / **Windows 10.**
* Worked with creating **In-Place Upgrade** Task Sequence from Windows 7 to Windows 10 using **vNext Upgrade package.**
* Conducted **SCCM 2012** infrastructure, process and procedure audits, providing process improvement recommendations including discovery and testing methodologies.
* Remediated application compatibility conflicts by utilizing **Microsoft Application Virtualization (App-V)** and **AppSense Application Manager.**
* Identify research, diagnose and escalate as needed production problems such as defects, questionable functions, errors, and inconsistencies in systems functions, outputs, and content.
* Perform upgrades maintenance activities as well as troubleshoot system issues by providing on-site support and coordination with multiple teams
* Configuration Manager Client configuration and troubleshooting.
* Supports the operation and maintenance of System Center Configuration Manager (SCCM) 2012 corporate infrastructure. Installs, upgrades, and patches operating systems and complex software packages.
* **Operating System Deployment (OSD)** and reporting with Systems Management Center Systems Management Server.
* Conducts routine software audits to ensure **compliance with established standards, policies, and configuration guidelines**.
* Build and maintain corporate **desktop/laptop OS images**.
* Provide Tier 3 support for escalated desktop issues in relation to application deployment.
* Conducts moderately complex projects or phases of significant projects
* Applies advanced methods, theories and research techniques and assists in the development, implementation and documentation of processes and procedures to ensure compliance with process. Develops and implements training tools and documentation.
* Performs repairs, maintenance and upgrades of existing systems using solutions in accordance with standard operating procedures.
* Provides work guidance to less experienced personnel.
* Experience in **SCCM rollouts, improvements, troubleshooting** projects.
* Application and solution packaging for SCCM deployment utilizing industry tools such as **AdminStudio** – with detailed understanding of command line parameters, rules on installing, task sequence deployment with multiple components and steps in between, etc.
* **Configuration Manager Installation** and configuration experience.
* Configuration Manager client-to-server communication troubleshooting
* Configuration Manager server-to-server communication troubleshooting.
* Resolving Remedy incident tickets that are escalated for Tier 3 support from the Service Desk
* Providing desktop/laptop/mobile solutions for different functionalities required from the main offices and field locations (where several real time applications run on the client machines, for measurement and management of the pipelines and such)
* Packaging and deploying all client applications with Flexera and Microsoft tools (AdminStudio/Wise, System Center Configuration Manager)
* Used Install Shield Admin Studio on **Windows 7 /10** for repackaging applications and create transforms for **Vendor MSI’s** for a roll-out from Windows XP.
* **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.**
* Responsible for creating Virtual packages using **App-V** and **VMWareThinApp** in **VDI** environment.
* Created base images for **Citrix VDI** environment.
* Worked with **Public properties** for user input values, for the end-user to change the parameters 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.
* 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.
* Troubleshooting applications capture issues during sequencing and while streaming to the clients
* Automate the applications for software distribution using **Install shield 2013.**
* 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.
* 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.
* Application **compatibility testing** against core images for Windows 7.
* Work with Properties to **customize** MSI installs for different situations.
* Used Transforms and Patches to effect a seamless installation of the package on to the **desired desktop.**
* Deploying GPOs, across multiple domains, which affect the client machines or end users.

**Environment:** Windows 10, Windows 8.1, Windows XP, AdminStudio2013, InstallShield 2013, OCT, ORCA, VB Script, Procmon, App-V, Citrix XenApp, SCCM 2012 R2 /1511

**Blue Cross Blue Shield, Durham, North Carolina. Jan 2015 - Nov 2015**

**SCCM ENGINEER / Application Packager**

**Responsibilities:**

* Deploying **Windows 7** with SCCM on fresh (Bare metal) Operating system, Capturing **.wim files** with SCCM and adding custom task sequences, **deploying refresh images**.
* Deploying the packages with **SCCM 2012**
* 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).**
* Migrated packages, operation system images, drivers task sequences, collections and other required settings/objects from SCCM 2007 into SCCM 2012.
* Thorough knowledge of SCCM like SCCM Administrator Console, Remote tools, Software Distribution, Inventory, Software Metering, SCCM Server components, SCCM hierarchies, Software Updates and Operating System Deployment.
* Designing, Implementing and Administration of System Management Server 2003 and System Center Configuration Manager (SCCM) 2007 in a multi-site environment.
* Worked with Public properties for user input values, for the end-user to change the parameters 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.
* Deploying the **APP V Application** with integration of SCCM
* Capturing .wim files with standalone MDT tool
* Good Knowledge on **APP V Packages deploying with SCCM**
* Knowledge on **USMT Tool, Zero touch technology, Lite touch** technologies
* Expert in **Patch Management** and **Software Distribution Management** process
* Creating custom queries in Microsoft SQL
* Proficient in Windows Vista and XP operating systems and good knowledge of file system and registries
* 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.
* Application compatibility testing against core images for Windows 7.
* Troubleshooting and resolving issues encountered while importing the application packages to Application Virtualization management console.
* Troubleshooting SCCM Infrastructure issues in Package Distribution and Advertisement Status
* SCCM Site Server configuration & troubleshooting.
* SCCM Secondary site server configuration and troubleshooting.
* Performances tune the systems and services for ensuring high availability.
* Ability to analyze and solve technical problems.
* Self-driven and resourceful to achieve goals independently as well as work well in groups.
* The ability to socialize ideas, make recommendations and gather team consensus to move forward.
* Flexibility to adjust to changing requirements, schedules and priorities.
* Detailed knowledge of Windows XP/Win7 operating systems

**Environment:** Windows 7, AdminStudio11.5, InstallShield 2013, OCT, ORCA, VB Script, Procmon, App-V, Citrix XenApp, SCCM 2012

**Evelon Health, Arlington, VA. July 2012 - Nov 2014**

**SCCM ADMINISTRATOR**

**Responsibilities:**

* Experience Using **SCCM 2012** to deploy the Packages both the Windows Installer Package and Virtual Package.
* Packaged applications are managed by **Group Policy** and Deployed by SCCM Tool.
* SCCM Secondary site server configuration and troubleshooting.
* SCCM Site Server configuration & troubleshooting.
* SCCM 2007 Reporting and **Custom Reporting** for Deployment Penetration.
* Updating patches for Servers & Workstations.
* Troubleshooting SCCM Infrastructure issues in Package Distribution and Advertisement Status.
* In addition, solid experience insecurity Updates Distribution using SCCM 2007 with **SUP role.**
* Performing Root Cause Analysis for all critical incidents; analyses the same and find workaround/solution.
* Extracting & tracking Hardware and Software Inventory.
* Maintaining the **SCCM 2007 R2 Hierarchy.**
* Distribution of Software with SMS / SCCM 2007.
* Experience in deploying **windows updates** by using **SCCM 2012.**
* Experience in rearranging Application Catalog into different categories depends on the requirement.
* Accomplished Centralized distribution of packages using SCCM 2007.
* Domain and Local accounts, Cross domain authentications are managed by **Active Directory.**
* Packaged applications are managed by Group Policy and Deployed by SCCM Tool.
* Onsite client Management, Problem Solving, and support for the implemented packages.

**Environment:** SCCM 2012 R2, SCCM 2007, Windows server 2012, Windows Server 2008R2

**Softenger India Pvt.Ltd. India May 2011 – Jun 2012**

**SCCM Engineer**

**Responsibilities:**

* Installing SCCM Dashboard & creating custom dashboard queries.
* In-depth troubleshooting of Hardware Inventory, Software Inventory, SCCM Client Installation, Software Distribution, Patch management for root cause analysis
* Extensively worked with Orca to edit the **MSI tables**, Merge Modules.
* Created **Transforms (MST)** against vendor provided MSI applications, according to the package requirement.
* Tested the applications in the **Lockdown** environment before sending the application to QA.
* Distribution of various MSI software packages using **SMS /SCCM** Server
* Creating custom Queries in Configuration Manager
* Remote Tools configuration for help desk in Configuration Manager
* Configuration Manager SCCM Client Deployment
* Knowledge on Asset Intelligence Classes configuration and reports generation
* Applications knowledge on SQL server Queries and MS-OFFICE
* Used WINDOWS 2000/XP/ Vista / Windows 7, WINDOWS 2000/2003 & 2008 SERVERS, DOS.
* Distribution of larger Packages and mass distributions such as Service packs
* Knowledge in Microsoft Updates and Windows updates
* Applying service Packs for System Centre Configuration Manager 2007 (SCCM2007)
* Installing SMS 2003 & SCCM 2007 Clients
* Supporting +Operating System Deployment in Configuration Manager 2007

**Environment:** Windows 7, XP, SMS, SCCM 2007, VB Script, Filemon, Regmon, Procmon, ORCA.