

# LEMUEL FERNANDES

Sr. Technical Consultant



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## CAREER OBJECTIVE

To be a part of a company that gives me an opportunity to explore my potential to the fullest and make a useful and positive contribution, serve it to the best of my ability and to attain a challenging position where I can apply my blend of skills and abilities to achieve company's goal and objectives.

## PROFESSIONAL SUMMARY

- Innovative and achievement-oriented in leading team.
- Seeking to contribute and implement acquired skills to larger projects.
- Proficient in providing End-to-End Support, demonstrating background researching and implementing innovative solutions to technical problems.
- Goal is to provide comprehensive, high quality support to meet the needs of a growing organization.
- Conscientious and dependable in completing systems projects accurately and independently in zero-error-tolerance environment.
- Experienced in management disciplines with proven ability to meet and maintain time requirements.
- Quick Learner, able to grasp and master new concepts easily.
- Equally effective working independently or part of a team, dedicated to enhancing skill set.

## SKILL SET

Software	SCCM , MS Office, MS Exchange, Active Directory, Lync, Lotus, VMware, Remote Tools and Blackberry
Operating Systems	Windows and Servers
Other Skills	Management Support, SCCM, Active Directory, Ms. Exchange and Networking

## EDUCATION

- Bachelor of Science in Computers, Mumbai University, Mumbai, 2009

## CERTIFICATIONS

Course	Certification ID
CCNA	CSCO11957432
ITIL	9980025820874381
MS SCCM 2012 (70-703)	Microsoft ID:989208805

## PROFESSIONAL EXPERIENCES

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### Magna Info Pvt. Ltd.



#### SCCM and Wintel Administrator

05<sup>th</sup> Oct 2018 – 09<sup>th</sup> Dec 2019

- Ticketing Tool : SAP-CRM and ITSM
- Handling **SCCM** architecture, which includes 1 Primary server, 12 secondary sites, 126 Distribution Points and 30,000 Clients.
- Monthly patch deployment, Package and Application Management, Client troubleshooting, Reporting.
- OSD – Worked on OSD related issues.
- Implementation and Administrator of **Active Directory**.  
Creation, Modification and Deletion of ID  
Creation and Maintain OU's, Groups.  
Active Directory user password reset  
Monitoring and Fetching reports of AD Health, AD Replication, DAG and Backup report.
- Management of Fileserver (Folder access as per the request).
- Creation and Monitoring of DHCP and DNS zones.
- Monitoring of servers from HPITOM and taking necessary actions as per generated alerts.
- **Exchange Admin Center** (EAC) -Email id creation, maintaining and delegating all user's access like calendar rights, OOO, mail forwarding, resource room creation, external contact creation, shared mailbox creation. Migration of mailbox, resolving NDR issues, DL and security group creation, mailbox quota increase as per grade, email send permissions on DLs

### Capgemini India Pvt. Ltd.



#### SCCM Administrator:

20<sup>th</sup> Jan 2014 – 3<sup>rd</sup> Oct 2018

- Ticketing Tools: - Service Now, CRM, Machine Engine and BMC Remedy.
- Handling SCCM architecture, which includes 3 SCCM CAS servers, 67 Primary Server, 53 Distribution Points and 60000 Clients.
- **Monthly patch deployment:** Perform monthly MS security patch deployment activity to keep the clients IT environment free from known vulnerabilities. Activity includes testing and deploying security patches as per the business requirement (Test, Pilot and Production phases). Maintaining the compliance for deployed security patches.
- **Package and Application Management:** Deploying custom Software packages or application through SCCM 2012 System Management tools as per the customer's requirement and business needs. Maintaining compliance for deployed packages / application.
- **Client troubleshooting:** Troubleshooting and repairing the machines having SCCM client issues.
- Reporting: Generate and provide various reports on environment status, Patch and Software deployment status, Compliance status, and Hardware and Software inventory.
- Worked on the Database Replication issues where the DB replication between the sites was not happening.
- Worked on issues that are reflecting in Site Status on management point, Application web services, distribution point and Reporting services.
- Worked on the Distribution Point issue i.e. content distribution issues.
- In Patching worked on the Enforcement State Unknown machines to make it complaint and achieve the compliance level.

- Working on AppV 5.1 package in SCCM.
- Handling installation and un-installation of new Distribution Point in hierarchy.
- Follow ITIL methodologies to handle Incident/Problem/Change Management related work within the scope of the project. Providing updates on Client's call, handle Outage call (major issues).
- Design and creation of query-based collections and fetch critical data's from SCCM 2012 server's database.
- Performing Daily Checks on SCCM 2012 site servers and troubleshoot if any issues found.
- Answer to all queries from SCCM operators worldwide.
- Performing testing activity on LAB infrastructure of various SCCM operations before changing/implementing it in production environment.
- Work with local SCCM operators to solve many kinds of issues met on agents on workstations.
- **OSD** – Worked on OSD related issues

## Remote Desktop Support

- Leading a team of 6 plus Desktop Support Engineers for providing L2 and L3 level remote desktop troubleshooting across multiple clients in all 3 Geos.
- During tenure In IM-Finland and UK worked as a part of System admin team, had responsibility to keep a check and resolve on all major events and activities happening globally.
- Success on Bentley project completed within time frame.
- Handling basic SCCM, Active Directory, Citrix, WMI repair.
- Handling Lotus notes and SAP request.
- Working on Service Requests: Installing requested application on user's machine via SCCM tool or adding software packages in AD
- Creating new user's accounts, adding group policies and adding Application on Citrix through Active Directory.
- Statoil- Worked as SME handling a team
- Hands on MS Exchange 2013 and EAC (Exchange 2013)
- Preparation of daily, weekly and monthly reports for the client
- Problem and Change Management for the Client following ITIL process.
- Responsible for SLA and OLA adherence while being compliant to process based policies.
- Currently Level 2 escalation point of contact in the team for all clients in Remote Desktop Support.
- Handling account transitions, maintaining Knowledge Acquisition Plan, SLA's and Resourcing is agreed to, highlighting account risks ensuring they are closed before the account is transitioned to RUN phase.
- Review Escalations/Feedback from customers and share findings/observations with team and relevant stake holders accordingly, prepare an improvement plan and implement them and then measure the outcome until a positive closure is obtained.
- Review of random and regular ticket audits and provide feedbacks to ensure process compliance is met.
- Review of daily, weekly and monthly reports and sharing it with the management and stakeholders.
- Review of online dashboard to ensure reports are displayed accurately.
- Ensure Delivery Component Description is updated with competitive figures to include number of resources and the number of units to be delivered per resource on a year on year basis.
- Ensure all available resources are utilized to the fullest in accordance with the current workload.
- Ensure appropriate escalation matrix is defined and is adhered to while a service is impacting issues affecting multiple end users.
- Identifying opportunities for Shifts-Lefts and Shift-Rights and ensure they are implemented until a closure is obtained.
- Identifying opportunities for Service and Process Improvements, documenting and sharing the plan for executing it.
- Conducting Performance related discussions with resources, setting goals and providing feedback and documenting it.
- Ensuring high quality standards are maintained.
- Providing forecast of the workload expected and the efforts estimated.

- Updating risk and issues and making sure they are actioned upon and resolved.
- Updating and maintaining all the Process related documents.
- Attend Internal and External audits and close observations, if any, in the given timelines.
- Assisting team with technical and other queries.
- Facilitate and assist other teams and relevant stakeholders in Major Incident Management calls to assist with the resolution of High Priority Incidents.
- Performing proactive and reactive problem management to analyze the root cause of recurring incidents, applying the fix and recording the details.
- Facilitating trend analysis RCA (Root Cause & Permanent Fix identification) for High Severity Business impacting incidents.

**Teamlease Pvt. Ltd (Client: Capgemini Pvt. Ltd)**

**17<sup>th</sup> Sep 2013 – 19<sup>th</sup> Jan 2014**



**MICROLAND Pvt. Ltd**

**9<sup>th</sup> July 2012 – 14<sup>th</sup> Sep 2013**



**Local IT**

- Virtual Desktop Infrastructure (VDI) Migration
- Work with all support levels to resolve issues from end users.
- Configure, maintain, and administer the Windows Platform components and tools Implement platform upgrades and fixes.
- Build, deploy, and maintain windows 2000 Professional, Windows XP Professional, Windows Vista Enterprise operating system and applications.
- Updating windows patches and antivirus on all desktop and laptops.
- Problem diagnosis escalation, root cause analysis and reporting.
- Managing & Supporting HP & Windows Production Server & Storage Arrays.
- Installation the windows with Standard Image.
- System Migration from workgroup to Domain.
- Working on Active Directory. (Providing admin access, adding in group etc.)
- Providing the Remote support & online support to outside client
- Provide Read, Write & Modify Access to Share Folder, Share Printer
- Configure The Share Network Printers On User Login Profile.
- Provide Software application & Hardware Support
- Configured Reliance, Tata Photon Data Card on laptop
- Data restoration from the server.(Windows server 2003)
- Ability to handle servers remotely.
- Asset management.
- Co-ordinating with clients via phone/emails. Participate in 24x7 shifts.
- Troubleshooting issues with Symantec antivirus.



## Local IT

- To ensure smooth Site Onsite Operation with team of 4 engineers.
- Work with all support levels to resolve issues from end users.
- Taking remote support of the users to resolve issues of different sites.
- Working on ticketing tool (service-now) for any user related query on laptop, printer etc. & achieving 100% SLA.
- Troubleshooting on WIFI and Lotus Notes.
- Providing assistance in creating an Video and Audio conference for VIP users from different locations (states/country)
- Administration of Safe boot server(Pointsec) like password token reset, password recovery, DATA encryption/decryption
- Troubleshooting on RSA token issues.
- Providing Network/ Local printer support (HP\Ricoh).
- Setting up Room combinations, projector and audio for every Monday new joiners training with the help of device.

## PROJECTS

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- Successful on Bentley project for Capgemini completed within time frame.
- Handled Imaging for Alcatel at Bangalore and Chennai; completed the project before the time frame
- Handled account transitions for multiple accounts ensuring all required documents are in place.

## PERSONAL INFORMATION

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Date-of-Birth : 07<sup>th</sup> September 1988.  
Marital Status : Married.  
Gender : Male.  
Nationality : Indian.  
Address : Discovery Gardens, Dubai. .  
Passport : L1788644.  
Visa Status : Visit Visa  
Languages : English, Konkani, Marathi & Hindi.  
Hobbies : Football, Cricket, Table Tennis, Drawing & Swimming.

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I hereby affirm that the above information furnished is true and correct

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