Mithesh Singh Rawat

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Synopsis

6+ years of experience in IT Infrastructure services, currently working for HCL Technologies designated as Specialist on the role of EUC admin.

Technical Skills

- **Operating systems**:   Windows 7, 8.1, 10, 11 and Server 2012 R2, 2016
- **Product**:   SCCM, Intune, Autopilot, Co-Management, Active Directory and Service Now
- **Databases**:   MySQL, Worked on SQL server 2012 service pack.

Professional Synopsis

- **Company:**   HCL Tech
- **Department:**   IT Infrastructure services
- **Designation:**   Specialist
- **Duration:**   Jan 2022 to Present

Roles and Responsibilities

- Configured and managed Microsoft Intune for security policies and compliance.
- Experience with device enrollment, compliance policies and application deployment in mobile devices.
- Skilled in troubleshooting and providing support for Intune-related issues.
- Implemented and maintained device profiles and conditional access policies for mobile work environment.
- Deploying Monthly Security Updates through SCCM as well as Intune.
- Creating Collections and distributing Packages
- Configuring Distribution Point and serverless site for specific location.
- Creating reports for Daily, Weekly and Monthly SCCM Health Status.
- Troubleshooting PXE related issues.
- Knowledge in ITIL or ITSM processes particularly Incident Management and/or Change management.
- Hands on Experience of creating SCCM LAB in Hyper – V.
- Configuring Management Point and Reporting Point in LAB.
- Monitoring Windows Server and good interaction with the Customers for Remote Troubleshooting
- Publishing/testing and deployment of MSI-packaged applications.
- Deployment Non-MS patches.
- Creating Compliance Report for changes and patching.
- Creating Knowledge Base Articles and SOP.
- Content Migration of SCCM Drives.
- Experience of SCCM Upgrade from 2203 to 2211.
- Administration and support of Software Deployment and hardware inventory.
- Good understanding of Active Directory, OU structures and integrating Active Directory with SCCM.

Previously worked as Level 2 Associate Advisor for Concentrix

- **Company:** Concentrix Daksh Pvt. Ltd Company-
- **Department:** IT Infrastructure services
- **Designation:** Level 2 Associate Advisor
- **Duration:** April 2018 to Dec 2021

Roles and Responsibilities

- Deploying Software and Security Updates
- Monitoring Windows Server and good interaction with the Customers for Remote Troubleshooting
- Publishing/testing and deployment of MSI-packaged applications.
- Administration and support of Software Deployment.

Previously worked as L1 Support Engineer Trigent Software

- **Company:** Trigent Software - July 2015 to April 2016
- **Department:** Technical Support
- **Designation:** 1st Level Analyst, Operations Group

Roles and Responsibilities

- Providing technical support and handling the queries of our clients, majorly from the US and Europe region, supporting them on desktop level issues on Windows and Macintosh platforms.

Education Qualification

- B.Tech (Computer Science Engineering) from "Quantum School of Technology" (Affiliated to UTU) 2011 to 2015.
- Intermediate from K.V. No. 2 Khanjarpur Roorkee with 78.60% in 2011.
- High school from Air Force Regional School 12 wing Chandigarh with 89.80% in 2009.

Personal Details

- **Father Name:** Late Gabbar Singh Rawat
- **Mother Name**: Pammi Rawat
- **Date of Birth:** 03 Jan 1994
- **Permanent Address:** 987, Khanjarpur, Roorkee (UK-247667)

Declaration

All the above information is very true to the very best of my knowledge.

(Mithesh Singh Rawat)