Megala Kannappan

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OBJECTIVE:

To obtain a challenging position that provides an opportunity for self-improvement & leadership, where I can effectively contribute my skills and talents for the growth of myorganization as well as my career.

PROFILE:

➢ IT Professional with 7.2+ years of experience
➢ Strong communication and client interaction skills
➢ Proficient trouble-shooter
➢ Willing to take additional responsibilities
➢ Thrive in a team environment and work well with others

PRESENT ORGANIZATION:

Tata consultancy services Private limited, Chennai (June 2016 – Present)

WORK EXPERIENCE:

Client : USAA   **Role :** IT Analyst
Period : 22 June 2016 – 28 Feb 2023

ROLES & RESPONSIBILITIES:

➢ Setting up new packages along with creating collections and advertisements to deploy the packages on SCCM environment / user services end
➢ Executed Mass level deployments for software as and when they get upgrades
➢ Perform software distribution and ensure successful deployment to end assets
➢ Ensures compatibility of system and applications software. Defines and resolves softwareproblems.
➢ Analyzing deployment log files and resolving the problematic install/uninstalls
➢ Monitored SCCM Sites, clients and updates status across the network.
➢ Troubleshooting the OS deployment, SCCM client connectivity and packages installation issues by analysis of logs
➢ Tested and evaluate new software to ensure compatibility with existing OS
➢ Worked on Vulnerability remediation and patching activities
➢ Responsible for assessing and distributing Microsoft Monthly Patches
➢ Fixing Vulnerability for non-compliant machines
➢ Created and maintained service now KB articles for critical software's install issues
➢ Resolved service now incidents and requests related to build, software deployments andSCCM issues with user satisfaction within SLA
➢ Worked on Xendesktop build request and assigned it to user based on requirements
➢ Troubleshoot unregister Xendesktop issue using citrix Studio and director
➢ Performed VDA upgrades on more than 1000 Xendesktop
➢ Configuring outlook 2007/2010 and other outlook issues

- ➢ Upgrade user profiles based on their work environment
- ➢ Configuration and deploy virtual machines
- ➢ Deployed VMs from Templates and customized their configurations as-needed
- ➢ Configured and maintained HA and DRS
- ➢ Monitor, troubleshoot and capacity planning of VM's
- ➢ Maintained required disk space for all Xendesktop by performing cleanup
- ➢ Implemented the data Storage migration within datacenter level and Performed datastore migration in Vcenter
- ➢ Migrated 32-bit to 64 bit machines
- ➢ Migrating Windows 7 to windows 10 via SCCM console/Vsphere client

WORK EXPERIENCE:

Client : New york life insurance   **Role :** IT Analyst
Period : March 2023 – Present

ROLES & RESPONSIBILITIES:
- ➢ Creating Device Collections and Software Update Points (SUP's) in SCCM
- ➢ Server patching and updating using SCCM deployment packages and creating an Automatic Deployment Rule (ADR)
- ➢ Deployed and configured SCCM environment for server patching. Responsible for assessing and distributing Microsoft Monthly Patches
- ➢ Responsible for creation and maintenance of all client group policy objects including security settings, operating system configuration, and software deployment.
- ➢ Hands on Experience with Windows Server Patching with Tanium and SCCM
- ➢ Strong troubleshooting experience with Windows Server Patching issues
- ➢ Vulnerability Management by enforcing Compliance Settings and Patching Windows Servers
- ➢ Troubleshooting client connectivity and package installation issues by analyzing SMS/SCCM logs
- ➢ Produced basic project plans and root cause analysis documents report progress to management
- ➢ Upgrading OS activating on window server

TECHNICAL SKILL SET & CERTIFICATIONS:

Domain	SCCM, Patch Management, VMware and Citrix
Tools	SCCM 2012/2016, Qualys vulnerability management, Service Now, VMware vSphere, Citrix Director & Citrix XenApp
Patching tools	Tanium, SCCM
Operating system	Windows 7/10, Server 2008 R2 /2012 R2/2016/2019
Other	Office365, Microsoft office 2010/2007

CERTIFICATION:
- ➢ Completed Administering Microsoft System Center Configuration Manager 2016 certification
- ➢ Completed ITILv3foundtion certification

ACHIEVEMENTS:

- Best performer award from client for outstanding Contribution
- Services commitment award

EDUCATION:

- Bachelor of engineering in Computer science & engineering from Bannari Amman Institute of Technology

PERSONAL DETAILS:

Father's Name   : Kannappan

Date of Birth   : 08th June

Languages Known   : English, Tamil and Kannada

Marital Status   : Unmarried