SHIVA K

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Professional Summary

Seasoned System Administrator with 6.8 years background in Information Technology. Progressive experience marked by continuous contributions above and beyond requirements. Career achievements in large-scale software deployments, network buildouts, and data security.

Skills

Having 6 years of experience in Global IT Environment I have acquired a tremendous amount of hands on technical. My current project is Rockwell Automation.

Handling applications with ITIL knowledge particularly incident management and Change management. Proven seasoned SCCM 2012 administration professional.

Work History

SCCM Administrator   02/2017 to Current
HCL Technologies – Madurai, Tamil Nadu

- Working as SCCM system engineer in HCL. Working for the project called Rockwell Automation.
- We are supporting 21 K client machine which include desktops, Laptops, tablets, Thin clients, and Servers which include windows 2003, 2008, 2012,2016 and 2019.
- We are supporting only windows machines and windows servers.
- Our role is managing, protecting and supporting devices end to end from SCCM. Which include software distribution such as patches, applications, packages and OS deployment.
- Am supporting for the project as L2 and L3 level. My day to day work involves mostly with project activities.
- Integrating monthly security patches into SCCM, distributing and deploying to test machines. To verify the functionality of patches such as security updates, cumulative update, quality rollup updates, security only quality updates, service stack updates.

- Preparing patch calendar and raising a change order to get the approval from CAB meeting.
- Once approval done used to send patch notification email and we will schedule the deployment as per calendar.
- Worked on driver pack creation whenever a request comes via email or incident.
- After creating a driver pack integrating the same to Windows 10 Task sequence.
- Troubleshooting windows image deployment issue.
- Worked on peer cache setup activity.
- Worked on ESU(Extended security updates) activity for window 7 and windows 2008 more than 7K devices. By creating SCCM Package and using VAMT as secondary. Due to Microsoft stop supporting for mentioned operating systems.
- Worked on migrating 1902 console, client upgrade to 1910 and 1910 hotfixes for client and console as well.
- Worked on Management point issues such as policy flow was not worked properly.
- Worked on Endpoint manager issues for windows 2016 servers.
- Worked on Client remediations to keep SCCM client Healthy status.
- Worked on Wake on Lan setup.
- Worked SCCM Client policy, creating Custom setting and modifying whenever required.
- Worked on SQL and WOL reports.
- Worked on WSUS SCAN issues.
- Worked Azure Active directory issues and CMG
- Our project is tie up with Microsoft and paying as well for business requirement. Whenever any sort of SCCM related issue. When we are not supposed to fix. We uses to raise a Case with MS to co-ordinate and give the Fix.
- Worked on pulling reports like printer driver and device administrator rights by creating Client setting.
- Worked on SCCM cleanup activity on monthly basis as per requirement.
- Worked on Application and packages and integrating, distributing and deploying to production environment.
- Worked on O365 updates with semiannual channel upgrading from 1902 to 1908. By creating SUG.
- Worked on third party updates like adobe as per business requirement.

- Worked on updating Base application modification in windows 10 task sequence as per requirement.
- Worked on Prestaged distribution points and windows 10 distribution point.
- Worked on creating and modifying boundaries, Boundary groups and Active directory Sites when ever a new IP given by Network team.
- Knowledge on Autopilot, Co-management and Intune.

Education

Master of Science: Software Engineering   06/2011
Kamaraj College of Engineering &Technology - Virudhunagar

Certifications

MICROSOFT CERTIFIED PROFESSIONAL IN WINDOWS 7

Accomplishments

- Documented and resolved ESU activity which led to success utilization count.
- As a team lead, managing the team of 9 staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.

CERTIFICATION COURSES:

"MICROSOFT CERTIFIED PROFESSIONAL IN WINDOWS 7" on NIIT, Chennai.
"Softlogic Certified Hardware & Network Professional" on SOFTLOGIC, Chennai

PERSONAL PROFILE:

- Date of Birth   13-06-1988
- Father's Name   M.S.Kannu Swamy.
- Marital Status   Married
- Languages Known English & Tamil
- Nationality   Indian
- Hobbies   Playing carom & Hearing Songs

DECLARATION

I hereby declare that the information furnished above is true to the best of my Knowledge.

Yours' truly,

Shiva K   Place : Tirumangalam,Madurai