Isha Kalra

Senior SCCM Administrator

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Result-oriented professional with 9 Years of experience in Windows Administrator and Project Management and related field in esteemed organization.

Work History:

- **2022-01 – Present   Senior SCCM Administrator**
- **Pure software Pvt Ltd, Noida**
  - Working with **ORACLE** Client
  - Scope client's issue by collecting relevant facts; investigating the problem by doing self- research and by involving other teams as needed.
  - Ensure that support request is handled per service level agreement and to the highest possible customer satisfaction by setting the right expectation and fulfilling my commitments.
  - Provided weekly detailed reports to Senior Management.
  - Increased Team productivity and automated respective tasks by using SQL and PowerShell Scripts.
  - Designed the project plan and detailed How-To for an upgrade to SCCM to latest versions.
  - Detailed Design and implementation of SCCM.
  - Provide monthly reporting of patching activity; work with local teams to resolve patching and infrastructure related issues.
  - Manage SCCM Software Update Point (SUP) and Perform scripting to automate functions.
  - Perform installation, evaluation, maintenance, and problem resolution for the SCCM server and DPs.
  - Achieved 98% SCCM & infrastructure availability, ensured zero escalations & consistently maintained the Quality
  - Achieved 97% Patching completion rate.

- Experience in SCCM 2012, endpoint Configuration manager 2017 implantation of projects and built primary sites, secondary sites, management points and distribution points.
- involved in SCCM 2012, endpoint configuration manager 2017 site client or maintenance task settings.

- Installing Client push and SCCM site server roles.
- Creating Boundary and Boundary Groups.
- Expertise in software distribution in SCCM and troubleshooting deployment failures.
- Patch Management using WSUS and SUP.
- Experience in Operations like SCCM client remediation, hardware inventory, software inventory, software metering.
- Expertise in upgrading SCCM infra from 2103 to 2107.
- Enterprise level experience developing SCCM reports using report builder.

♦ **2020-10 - 2021-12**   **SCCM administrator**

♦ **Dell Technologies, Gurugram**

- Troubleshooting Client Installation and Software Distribution issues.
- Perform Software Distribution and ensure successful deployment to end assets.
- Experience in creating custom collections using WQL query.
- Experience in application management and deployment in SCCM and troubleshooting through logs.
- Creation of application to be deployed over 40,000 machines located across the globe.
- Understanding of SCCM dependencies on AD, including GPOs, AD schema and sites.

♦ **2017-11 - 2020-10**   **SCCM Administrator**
♦ **OPTUM Global Solutions**

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♦ **2014-08 - 2017-08**   **SCCM Administrator**

♦ **Wipro Private ltd, Noida**

- Worked with SCCM 2012.
- Installing client using client push method and remediating inactive client issues.
- Software deployment in SCCM, creation of collections and boundaries.
- Make the changes in the environment before 2nd Tuesday.
- Publishing deployment of MSI and exe applications.
- Performed setup and management of monthly patching of windows servers.

♦ Skills:

- Microsoft Azure
- MS Office
- MySQL
- Time management
- Problem solving
- Project management
- Microsoft Intune
- Azure Active Directory
- PC end Support
- Windows Desktop and Servers

Certification:

- **2022-09**   **SQL Certificate**

Education:

- **2010-2013**   **B.com**

  MDU university, Rohtak

- **2008-2009**   **Intermediate, Science**

  GBN Senior Secondary School

- **2006-2007**   **High School, Science**

  Jiva Public School

♦ Languages:

Hindi

English