SAIYED MD EHTESHAMUDDIN

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Present Address: 105- Inchara, SRK Nagara, Bangaluru-560067, India

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IT professional with 7 years of experience in SCCM and IT System Administration at world's leading IT firms. Aiming to use my proven technical, management and communication skills to effectively gain the personal & organizational goals.

PROFILE SUMMARY

- Technically strong and have excellent understanding of IT environment
- Problem solving approach, leadership & communication skills
- Self-motivated, young, energetic, result oriented and team player
- Proven expertise on technical aspects
- Experience of working in global environment

WORK EXPERIENCE

Current Company- 7-Eleven Global Solution Center (25th July 2022 to till date)

Previous company- Wipro Technologies (26th Dec 2016 to 31st March 2021)
HCL Technologies (12th April 2021 to 11th Jan 2022)
Infosys Limited (16th Jan 2022 to 22nd July 2022)

Clients served so far- Takeda Pharma, Northern Trust, Lanxess Solution, and Coco Cola

➢ **SCCM Administration**
Server and workstation patching of more than 20k clients
Deploying the security updates manually and through ADR
Application and package deployment
Troubleshooting the package deployment failure
SCCM client installation with client push and manual methods
Providing L2 level of support in SCCM troubleshooting
Performed SCCM upgrade from 2010 to 2107
End to end SCCM infra management

➢ **IT System Administration**
Desktop support and IT infra maintenance
Application installation support
Coordinating with hardware and software vendors in case of major failure
ITIL process adherence
Helping subordinates to resolve day to day technical issues
Monitoring the system performance

- ➢ **Vulnerability Management**
  Scanning and Reporting
  Extensive understanding of tools like Qualys, and Tanium
  Vulnerability remediation for Windows servers, Windows workstations, and Mac OS
  Manual troubleshooting of detected vulnerability if required
  Ability to automate tasks using PowerShell script
  Expert knowledge in validating and triaging vulnerabilities
  Providing technical support to server owners
  Ability to automate tasks using PowerShell
  Expert knowledge in validating and triaging vulnerabilities
  Assertive and proactive attitude to assist and solve challenging issues

TECHNICAL SKILLS

- ➢ SCCM Administration
- ➢ Application Deployment
- ➢ Patch Management
- ➢ OS, Cyber Security, and Application Security
- ➢ Vulnerability Remediation
- ➢ ITIL and Change Management

EDUCATIONAL QUALIFICATION

- ➢ B.Tech in Information Systems with CGPA 6.95/10 from BITS Pilani- 2020
- ➢ Diploma in Electronics Engineering with 76.88% from Jamia Millia Islamia- 2016
- ➢ SSC (10th) with CGPA 10/10 from CBSE- 2012

PERSONAL DETAILS

- ➢ D.O.B- 1ST Feb 1997
- ➢ Passport Number- B7630284
- ➢ Passport Validity- valid till 31st Oct 2033
- ➢ Languages- English, Hindi, Urdu
- ➢ Permanent Address- Vill- Bhapura, PO- Bhawanipur, Distt- Darbhanga, Bihar- 847104, India
- ➢ Hobbies- Travelling and content creation

Date:
Place: Bengaluru   *Saiyed Md Ehteshamuddin*