RESUME

SUMIT KUMAR SHARMA

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- **Career Objectives:**

  To become a part of a challenging organization that provides opportunities for personal and professional development in IT field. Also, to work in a quality certified organization, which gives me an opportunity to demonstrate my skills & in turn be a source of growth for the organization.

- **Professional Summary**

  I have been involved in multiple technologies for the last 10 years.

  Desktop Support, Windows patching, SCCM (Application and Packaging, Patch Management) and Intune. Currently I have been involved with Intune and SCCM (Microsoft Endpoint Configuration Manager) where my key responsibilities are patch management (Windows) and app deployment with SCCM & Intune (Co-Management).

- **Education Qualification:**

  Bachelor of Science from Sikkim Manipal University

- **Academics:-**

Name of Course	Board
Secondary School Certificate	C.B.S.E
Senior Secondary School Certificate	C.B.S.E
Bachelor of Science	Sikkim Manipal University

- **Total Work Experience :-**10+ years

- **Newest to Oldest**

 Intune Cloud solution at LTIMindtree

  - **Intune Cloud Solution:**
- Application Management – App creation and then deployment to endpoint clients, troubleshooting in case of deployment failure.
- Deploying Android and Wind32 Apps on windows (.MSI and .intunewin)
- Device enrolment in Intune, which includes Android, iOS, Windows etc.
- Configured and applied the policies to endpoints.
- Using conditional access, configuration and compliance policies to perform
- Worked with App protection policies, App configuration policies etc.
- Autopilot enrolment and troubleshooting, knowledge on troubleshooting autopilot issues

- Good understanding of co-management

- **HCL Technologies (March 2015 to May 2022)**

- **Intune (Endpoint)**
- Application Management –from creation till deployment
- Deploying Android and Wind32 Apps on windows (.MSI and .intunewin)
- Enrolling the devices in Intune
- Applying the policies to the groups accordingly.
- Using conditional access, configuration and compliance policies to perform certain steps.
- App protection policies.
- Created a Dynamic group and deployed the Autopilot profile for testing.
- Co-management, we are managing devices from SCCM and Intune

- **SCCM (Patch Management)**

- Responsible for day-to-day operations of client's SCCM 2103 environment with
- 10,000+ users.
- Creating SCCM software packages Applications, collections and advertisements\Deployments to be used in UAT and production, once package is tested by application owners, package is moved to production as per release window.
- Testing monthly patches on Pre-production environment, after successful testing on pre-prod, deploying the patches to production environment on phased manner to achieve highest level of compliance.
- Experience in installation and troubleshooting of production and development environment of SCCM 2103.
- Troubleshooting on SCCM/ConfigMgr Distribution failures and Validating Packaged Applications for Deployment Readiness.
- Knowledge regarding the contents and meaning of the entries found in the SCCM Client and Server Logs.
- Fetching SQL Reports and Inventory data.
- Responsible for handling escalation cases from Tier 1 engineers.
- Deploying SCCM Clients using various methods available.
- Hands on experience in executing Incident, Problem and change management process.
- Focuses on high level issues raised by the customer and makes certain that they are addressed as soon as possible.
- Managing user account across applications running on various platforms like Windows Active Directory, etc.
- System Administrator for the User Account Maintenance and Incident Management Systems.
- Creating LAN and/or E-mail account for the users and administer them.
- Creation and administration of Global group

- **August 2011 to March 2015**

- **Name of the organization: Dell International Services**

- Position Held : Client Technical Support Associate
- Duration : 3 years
- **Job Profile :**
- Technical support to the Employees of the Hyatt Group of Hotels
- Creating and Removing LAN and Email Profiles, Assigning Permissions to various
- Adding Users to Security and Distribution Groups
- Sending Alerts and Notification for various Events in case of Scheduled and
- Unscheduled Business Changes Like Scheduled Server Maintenance Establishing Remote Sharing Sessions with Customers
- Resolving Outlook, Windows, BlackBerry and I Phones Issues

- **(Sep'09 to Feb'11)**

Name of the Organization: WIPRO BPO

   Position Held: Technical Support Executive
- Duration: 18 Months

- Assisting HP customers over the phone who face trouble while using HP printers which also involves selling HP accessories, negotiating with customers to upgrade their services
- Contributing Documents related to various Issues to Knowledge Base. Preparing the Daily Productivity Report

- **Personal Details:**
   Hobbies   : Listening to Music, Spirituality, and Playing Guitar.

DATED: -

                                                                     Sumit Kumar Sharma