

SAI KUMAR LANKE

JAMF Administrator

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PROFESSIONAL SUMMARY

IT Specialist with 10+ years of experience managing Apple endpoints, Windows devices, and Windows Server environments. Expertise in implementing JAMF solutions, enforcing macOS/iOS security standards, and leading MDM policy strategies across platforms. Skilled in automating deployments using Bash/Zsh scripting and reducing IT overhead through efficient zero-touch rollouts. Proven record of success in compliance, cross-platform support, and workflow optimization. JAMF 100 certified; currently pursuing JAMF 200+.

AREAS OF EXPERTISE

- Apple Device & Endpoint Management: JAMF Pro, Apple Business Manager (ABM), DEP, Intune.
 - Automation & Scripting: Bash, Zsh - deployment and configuration scripting.
 - Systems & Infrastructure: macOS, iOS, Windows, Linux, Active Directory, VPN, DHCP.
 - Security Compliance: CIS Benchmarks, FileVault, Zero Trust, Identity & Access Controls.
 - Cloud Services: 3+ Years hands-on with Google Workspace (G-Suite) Admin Console, Security Policies, Group/User Management, Email Routing.
 - Additional Tools: Asset Inventory, Device Lifecycle, ZOHO Mail Server, Okta, LDAP Configuration and manual inventory preload updates.
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PROFESSIONAL EXPERIENCE

TECHNICAL SPECIALIST (JAMF Administrator) | HCL Technologies Pvt Ltd May 2022 – Present

- Managed and optimized Apple macOS/iOS device fleet using JAMF Pro for 5000+ users.
- Developed & Automated deployment scripts in Bash/Zsh, reducing manual configurations by 40%.
- Implemented and enforced security policies to ensure 100% compliance with CIS and NIST frameworks.
- Integrated JAMF Pro with Active Directory (LDAP), Azure AD, and Okta SSO, streamlining user authentication.
- Automated software deployments, reducing installation time by 50% and improving system compliance.
- Led Mac Security Hardening by enforcing FileVault encryption, Gatekeeper policies, and SIP protection.
- Designed Self-Service workflows, reducing IT support tickets by 35%.
- Developed advanced reporting dashboards for proactive monitoring of compliance status.

SENIOR ASSOCIATE | ANI Technologies Pvt Ltd (OLA Cabs) Jan 2022 – May 2022

Team Computers (Payroll)

Fed 2021 – Fed 2022

- Managed and resolved endpoint security issues on macOS, Windows and Google Chrome devices.
- Administrated Google Workspace security policies and compliance settings across all devices.
- Implemented automation workflows for device onboarding and offboarding, reducing setup time.
- Created and enforced Zero Trust access policies, securing enterprise data.
- Managed ServiceNow & Zendesk Tickets, ensuring prompt issue resolution.

IT EXECUTIVE | Ayyanna Infra Pvt Ltd Jun 2020 – Feb 2021

- Managed IT infrastructure, including Windows, macOS, and network security.
- Configured and maintained email security policies, improving phishing defense by 30%.
- Provided L2 support for desktop and network related issues, reducing downtime by 20%.
- ZOHO User mail creation, backup, mail migration and mail configuration.
- Update tickets with accurate and timely records of status, work performed and resolution until.
- Perform data wipes on devices, and preparation for asset disposable as per process.

IT EXECUTIVE | Jayasree Technologies Jan 2017 – Jun 2020

- Installed and troubleshoot Windows and Mac OS systems, ensuring 99% system uptime.
- Configured network security settings, including VPN, firewalls and endpoint protection.
- Optimized email configurations, ensuring seamless communication across 1000+ users.
- Provide support to the customers about technical knowledge on Apple products like iMacs, MacBooks, iPads.
- Troubleshooting of Microsoft apps and Adobe apps.

- Provided IT support for desktops, laptops MacBooks and printers.
 - Diagnosed and troubleshoot OS and hardware-related issues.
 - Installed and configured software applications, ensuring system compatibility.
 - Administered Windows & Mac environments, improving operational efficiency.
 - Implemented & troubleshoot VPN, network security, and firewall policies.
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SECURITY & COMPLIANCE INITIATIVES

- Enforced FileVault 2 encryption, securing 100% of corporate macOS devices.
 - Configured CIS-compliant macOS baselines, improving audit performance by 30%.
 - Integrated JAMF Pro with Azure, Nomad for secure credential flow.
 - Streamlined access policies through Microsoft Intune for hybrid Apple environments.
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ACHIEVEMENTS & METRICS

- Achieved a 35% drop in macOS-related support tickets by introducing proactive monitoring and automation.
 - Oversaw seamless migration of 2000+ endpoints from legacy MDM to JAMF with zero disruptions.
 - Designed a self-service software portal, decreasing manual install requests by 60%.
 - Maintained 98% patch compliance, minimizing risk from vulnerabilities across all managed devices.
 - Managed 5000+ Apple devices using JAMF Pro across enterprise environments.
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CERTIFICATIONS

- **JAMF 100:** JAMF Certified Associate (Completed).
 - **JAMF 200:** In Progress.
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EDUCATION

- Bachelor's in Computer Science & IT – Acharya Nagarjuna University, Guntur.
- Diploma in Electrical & Electronics Engineering – Smt. T.K.R Polytechnic College, Pamarru.
- SSC – Bala Vignan Public School, Vijayawada.