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| **OBJECTIVE**  Motivated team lead and team player committed to producing results above and beyond what is expected. I am seeking a position with a company that needs a self-starter to ignite their technology department with results.  **SUMMARY**   * *Thirteen (13) plus years* of experience in SCCM software deployment and Patch management. *Application Packaging and Deployments*. * Proven ability to deploy, configure, and troubleshoot SCCM environments. * Assist in planning for an operation system upgrade and service pack upgrade and perform hardware, OS and Application installs. * Created Advertisements, Programs, Distribution points and collections to deploy applications using SCCM. * Troubleshooting client connectivity and packaging installation issues by analyzing SMS/SCCM logs. * Created SCCM Task sequences to deploy patches for the production environments. * Developed SCCM reports to check the installation status of the applications on the desktop and also some query based reports as per the client requirements. * Experience as a *Software Packaging Engineer* using AdminStudio and Wise Package Studio. * Worked with *App-V Sequencer and Client* for sequencing, streaming, testing and troubleshooting virtual applications. * Core knowledge and experience in INTUNE and MSXML Packaging tools. * Experience of applications compatibility check using APPDNA tool. * Extensively used VBScripts and Powershell Scripts when necessary. * Good working knowledge of VMware Workstation. * Excellent troubleshooting skills using Beyond Compare, Install Rite and Process Monitor. * Worked on various Application packages for Windows XP, Windows Vista and Windows 7 thru 10 in heavily locked-down environments. * Excellent communication and interpersonal skills and a very good team lead with the ability to work independently.   **EXPERIENCE**  **System Administrator** December 2024– Present  InfoHub, Hartford, Connecticut   * Created and deployed packages using Adminstudio InstallShield and SCCM Console. * BMC Remedy ticketing tool is used to keep track of the application requests. * Maintaining the application inventory which was received on daily basis. * Communication with clients to resolve any production issues or analyzing new requirement for the applications. * Create SCCM packages and deploy through SCCM collections. * Created VBScripts and Powershell scripts required to package and deploy the Applications. * Maintenance of Application Retirement using SCCM. * Involved in Quality Analysis of the packages created by the team members.   **Application Development Specialist** February 2019 – August 2024  Accenture, Bangalore India  Travelers(USA Client)   * Created and supported installations for a locked down environment using SCCM. * Deploy Software Updates within SCCM to include both operating systems patches and 3rd party application software. * Diagnosed issues with SCCM desktop deployments, and performing root cause analyses. * Creating and managing SCCM reports. * Assisting end users and resolving Remedy tickets and incidents. * Leading the Desktop Platform Team, and managing all desktop infrastructures including hardware, software deployment, images, and patching standards. * Daily monitoring of SCCM servers. * Creating distribution points for remote locations and monitoring progress of package distributions. * Responsible for troubleshooting SCCM server issues and SCCM operational issues, including, server performance, SMS site health, and software deployments * Created and standardized the packaging process and maintained documentation on the application packaging process including customizations made to the application. * Implemented and maintained VMware virtual desktop images for XP, Vista, Windows 7 and Windows 10. * Modified VBScripts and Powershell scripts required to package and deploy the Applications. * Sequenced existing packages using AppV 5.0 SP2 for Windows 10 x64 and Citrix XenDesktop. * Managed all software delivery from packaging, testing and pilot through production deployment and remediation. * Created custom reports and reporting solutions to provide close to real-time data to the customer during and after software and/or patch deployment. * Created detailed documentation for all solutions, projects and proposals. * Worked as team lead for ZKW client to handle the Windows services team to deliver the packages as per the client standards.   **Application Packager** January 2012 – February 2019  Tata Consultancy Services, Bangalore, India  KPMG-UK   * Created MSI packages and MST transforms using Adminstudio InstallShield packaging tool and customized it as per KPMG standards. * Testing packages on the required UAT platforms before delivering to the Production customers. * Core knowledge in SCCM packages, Collection and Query creations. In-depth knowledge of SCCM logs and various component-troubleshooting skills. * Powershell scripting to customize any changes to be handled along with the MSI or MST installation. * Service now ticketing tool is used to keep track of the application packaging requests. * Worked as Offshore Team Lead and involved in application packaging and deployment activities. * Co-ordinate with offshore team members about all the packaging request updates and check with the onshore lead to get confirmation for UAT movement. * Wrote VBScript and batch files to perform custom actions and silent installations. * Used Application compatibility tool kit for creating shims for Windows 7 machines. * Extensive work with Registry, Security/Permissions, folder structures of different versions of operating systems. Worked on VMware Workstation to test the packages.   London Clearnet House - USA   * Built MSI and MST which enables the users to use customized installations that help them in configurations, upgrades, shared resources & repair of the applications among other things. * Worked in migration activities of application packages from windows XP to Windows 7. * Repackaged applications for the Citrix XenApp Terminal Server environment. * Expertise with Repackaging of application using Wise Package Studio. * Base Knowledge on sequencing the application using Application Virtualization (App-V 5.1) and to * Ensure that the package complies with all client Standards. * Analyzing legacy setups and repackaging them to create windows installer packages and creating transforms for customizing existing windows installer packages. * Managing Conflict for the applications, Validate and resolving ICE errors and created standards & process documents and Templates. * Testing the packages through Citrix XenApp and in a Lock down environment. * Publishing and Managing of Application packages and assigning AD Group permissions in SCCM Console. * Deployment of Packages to UAT through Altiris console and create citrix shortcuts to the user using Appcentre. * Handled Production deployment of the packages once it has been tested by the users.   Euler Hermes – Germany   * Captured and customized applications using InstallShield Admin Studio 5.5. * Handled Compatibility testing of Applications on Windows 7 Platform using ACT toolkit. * Worked with the supplier to discuss about Application’s source and other requirements. * Worked on AppDNA and ACT Reports. * Tested the source Compatibility with windows 7 Platform. * Deployed Packaged Applications to the user using Altiris Console. * Created advertisements and collections, adding PCs to the applications' collection, DPs update and generation of reports about PCs present in a domain and the applications installed on them.   **EDUCATION**  **SJB Institute of Technology, SJBIT,** Bangalore, India  Bachelor of Science, Information science and engineering 2007-2011 | | **Skills**  Microsoft SCCM 2007  Configuration Manager 2012  Wise Package Studio 8.0  Flexera Admin Studio 2015  Microsoft AppV 5.0 SP1  INTUNE  APPDNA and ACT  VMware Workstation 12  Hyper-V  VBScript  Powershell  **Platforms**  Windows XP  Windows Vista  Windows 7 x86  Windows 7 x64  Windows 8 x64  Windows 10 x64  Citrix XenApp |
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