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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– PresentInfoHub, 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 2024Accenture, Bangalore IndiaTravelers(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 2019Tata Consultancy Services, Bangalore, IndiaKPMG-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, IndiaBachelor of Science, Information science and engineering 2007-2011 | **Skills**Microsoft SCCM 2007Configuration Manager 2012Wise Package Studio 8.0Flexera Admin Studio 2015Microsoft AppV 5.0 SP1INTUNEAPPDNA and ACTVMware Workstation 12Hyper-VVBScriptPowershell**Platforms**Windows XPWindows VistaWindows 7 x86Windows 7 x64Windows 8 x64Windows 10 x64Citrix XenApp |
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