**DILEEP**

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**SUMMARY**

* Around 9+ years of experience as a **Software Packaging Engineer** using InstallShield AdminStudio 5.x/6.x/7.0/8.5/9.5/10.0/11.5, Wise Package Studio 4.x/5.x/6x/7.0, SMS 2003/SCCM2007/2012/2016
* Packaging and re-packaging MSIs for heavily locked-down environments
* Experience in Administering and Maintaining **SCCM 2007/2012/2016/Intune** infrastructure.
* Experience in Patching, Reporting and Imaging in **SCCM 2007/2012/2016/Intune**.
* Experience in automating the applications for software distribution using InstallShield AdminStudio, Wise Package Studio.
* Detailed knowledge of Windows 8/Win10/Win 11 operating systems.
* Remediating compatibility issues in Windows 11.
* Windows 8 to Windows 10 Migration and Windows 10 to Windows 11 Migration.
* Experienced in **virtualizing applications, OSD Scripting and DSC. Had used App-v Sequencer 4.5, 4.6 SP1 and 5.1.**
* Helped troubleshoot **Mobile Device Managed (MAM) devices as well as Mobile App Managed policies (MAM) with Intune.**
* Deploying Windows 11 with SCCM on fresh (Bare metal) Operating system
* Proficient in Windows 8/10/11 operating systems and good knowledge of file system and registries
* Experience in creating and maintaining complex installers (**InstallScript and Windows MSI**).
* Experience in enterprise **Desktop Management**, and **Electronic Software Distribution**.
* Strong working knowledge of windows installer, **MSI tables**, windows registry entries, and installing system drivers.
* Good knowledge on Windows Installer concepts.
* Worked on various Application packages for Windows 2000, Windows XP, Windows Vista and Windows 7.
* Experience in .MSI and working with various applications for software packaging.
* Worked on various unattended install methods like silent install using InstallShield Admin and Wise Package Studio Versions.
* Working knowledge with **SQL** scripting.
* Worked on **NERC SIP CIP-010** where it works on Change and Vulnerability management by setting adjustments to ports, services, rules settings, etc.,
* Worked on HCI where user interaction required on **desktop applications or mobile appliactions.**
* Experience in working on **Custom Actions, InstallScript, VB Scripts, WMI Scripts** and **Wise Scripts**.
* Expertise working on Wise package studio,**InstallShield** Admin Studio and **Soft grid/APP-V** sequencing.
* Experience in Creating Transforms (MST), Patches (MSP) and Merge Modules using Different Tools.
* Expertise in using **Orca, Procmon, Filemon, Regmon,** In-Control tools to debug runtime problem in a Locked-down environment.
* Extensive experience in design and installation of **Microsoft System Configuration Manager 2007-2012**.
* Experience with **OSD** and **MDT** within SCCM.
* Creating complex query-based User and Computer collections.
* In-depth knowledge of **SCCM** client installation, software distribution, remote control, and other SCCM issues.
* Successfully worked on design and deployment of mid to large scale **SCCM** infrastructures.
* Expertise in **SCCM Administration**, deployment, packaging, network inventory, installer and network designing.
* Creation of **transforms (MSTs)** patches and merge modules.
* MSI **Validations for ICE** using Orca and wise package studio.
* Worked with **App-V Sequencerand Client** for sequencing, streaming, testing and troubleshooting virtual applications.
* Created data models, tables within **Power BI** to support efficient, optimized data warehousing and reporting workflows.Experienced in tuning of long-running **SQL queries** using SQL server built-in tools like SQL Server profiler, Execution plan and creating indexes
* Good Knowledge of **Windows Registry**, File System, Services, Devices, Security, Windows 2003 Active directory services and other facets of XP.
* Analyze and present data to help the company make important **decisions**
* Perform DAX queries using **Power BI** tools
* Experience in **Application requirements gathering.**
* Work with Properties to **customize MSI installs** for different situations.
* Work with MSI tables directly or through the GUI.
* Experience in Validating MSIs using **Microsoft Orca.**
* Experience in **documentation, technical support, troubleshooting.**
* Worked on **DNS, DHCP, Cisco VPN**.
* Self-starter, motivated to learn, takes initiative and has experience working on complex projects and strict deadlines.
* Good team player with innovative, team-oriented, progressive experience in software design, development and testing.
* Ability to set and achieve goals, work well independently or in team, skills in identifying problems and meeting goals.

**TECHNICAL SKILLS**

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| --- | --- |
| **Packaging Tools** | Wise Package Studio 4.x/5.x/6.x/7.0/8.0, Install Shield 2008, 2009, 2010 Admin Studio 6.0/8.5/9.5,10, Microsoft App-V 4.5/4.6/5.0 sp2/5.0 |
| **Deployment Tools** | SMS 2000/2003, SCCM 2007, SCCM 2012, SCCM 2016, Intune, App-V Management Console |
| **Debugging Tools** | Filemon, Regmon, Procmon, Orca,Power BI |
| **Languages** | SQL, XML, JavaScript**,** VB Script & PowerShell 3.0 |
| **Operating Systems** | Windows 2000 Server/Professional, Windows NT, Windows XP Professional, Windows Vista/Windows7/Windows Server2008R2/Windows Server2012/2016, Novell Netware, UNIX, LINUX |
| **Databases** | Microsoft Windows Server 2003/2008/2012, **SQL Server 2000/2005/2008,** Oracle 7.x/8.0/9.x/10.x, MS Access |

**Educational qualification:**

* Bachelor’s in computer sciences from JNTU(Hyderabad)2014.
* Master’s in computer Information systems from Bellevue University(Omaha,NE)2015.

**PROFESSIONAL EXPERIENCE**

**TIAA**

**Charlotte NC Nov 2023 – Present**

**Intune Engineer**

**Responsibilities:**

* Creating Applications for Win 10 devices via Microsoft Endpoint Manager (MEM) Console.
* **Windows Image Capturing and customizations**, generating standalone Offline media (MDT)
* Implemented Windows **Autopilot** for pre-provisioned deployment over production.
* Application packaging using Win32 Content **Prep tool, WCD, WinRAR, IExpress, Visual Studio**, etc.
* Creating device & user-based policies via **config. profile like administrative template, OMA-URI**.
* Support and troubleshoot technical issues related to **Intune**.
* Co-ordinate with IT support team for real time troubleshooting.
* **PXE OSD** with Bare metal scenario (MEMCM).
* Captured Custom Win 10 standalone image for next release of product deployment cycle.
* Managing 5000+ Windows 10 devices (including AVD host pool) using MECM Console.
* Managing 1500+ iOS/android devices using MEM console.
* Modern management of Windows 10 using Windows Autopilot.
* Responsible for configuring & managing **App Protection Policy** and **Configuration Policy**.
* Responsible for management of Android Play store, iOS app Store, Windows Business Store, LOB
* application and Win32 Application.
* Real time troubleshooting related to **SCCM/Intune** issues.
* Responsible for creation, testing and implementation of Various conditional access policy.
* Involved in SCCM patching process like **SUG creation, downloading update, deploying** to prod.
* Create & deploy remediation script for patch failed/error/unknown devices.
* Client remediation and real time troubleshooting from backend and client side.
* Utilizing PowerShell Script for automating various tasks for Intune.
* Windows patch troubleshooting from backend & client side.
* Creating **SCCM Client health** check report on daily basis (MEMCM)

**TxDOT**

**Austin TX Oct 2022 – Oct 2023**

**Sr. SCCM Engineer**

**Responsibilities:**

•Led the drive to upgrade from **SCCM 2016 to Intune** to take advantage of the advanced features that SCCM offered Worked with Server Team to incorporate remote Sales Office sites into Active Directory which integrated PCs into SCCM for upgrading, inventorying, and patching.

•Partnered with Server Team to bring all file servers into SCCM for inventorying and patching.

•Led the expansion of SCCM from its initial 10 sites to over 30 sites encompassing 14,000+ nodes worldwide.

•Manage SCCM **Software Update Point** (SUP) and Perform scripting to automate functions.Implemented Windows **Autopilot** to enable modern provisioning of Windows devices.Setup and configured Microsoft Endpoint Configuration Manager Cloud Management Gateway (CMG) for management of corporate devices over the internet

•Align networking discoveries with the Active Directory team.

•Assist Global Desktop Engineer with **integration of imaging** activities through SCCM.

•Perform basic SQL server administration and maintenance and ensure regular backups.

•Perform installation, evaluation, maintenance, and problem resolution for the SCCM server and DPs as well as release management deployments to 15000+ PCs globally.

•Maintain up to date knowledge of new software developments in SCCM server’s technologies.

•Will provide guidance to co-workers and tier 1 and 2 support techs to achieve goals in accordance with established policies.

•Working under general direction, providing technical solutions to a wide range of problems

•Provide **tier 3 support** - assisting level 1 and 2 technicians (Help Desk and Deskside Support Techs) with SCCM issues.

•With guidance, perform patch management, application packaging and distribution, and operating system deployment (OSD)

•Under supervision, create **Advertisement/Collections/Packages/Applications** within an SCCM 2016 environment.

•Under supervision, provide integrated solutions utilizing a variety of software products with a focus on Microsoft Windows environment.

•Under general guidance troubleshoot failed systems management deployments and client health issue

•Understanding of SCCM s dependencies on **Active Directory (AD), including GPO s, AD schema, and sites**

•Creating of applications provisioning via SCCM applications

•Managing Windows systems, including Windows Server 2008, 2012 and Windows 7 and Windows 10

•Understanding of disaster recovery testing

•Working knowledge with Microsoft System Center Operations Manager (SCOM)

•Working knowledge with VMware 6x (vCenter, vSphere)

**Responsibilities:**

**Alorica Inc..,,**

**Plano TX July 2017 – Sep 2022**

**Sr. SCCM Engineer**

**Responsibilities:**

* Installed **OS, patches and security policies** through SCCM 2016.
* Design and document **Software Metering configuration** for SCCM 2016 implementation.
* Design and document **Asset Intelligence, Software Inventory, and Hardware Inventory configuration** for SCCM 2016 implementation.
* Design and document **Client Health and Remediation configuration** for SCCM 2016 implementation.
* Create and test SCCM 2016 automated applications for SCCM 2016 deployment.
* Created Customized reports for deployment status for Applications and Software updates in SCCM 2016
* Created Automatic Deployment Rules for Software update management using SCCM 2016
* Created Software Groups in SCCM 2012 for Specific Products, Classifications for Windows 7 and Scheduled deployments.
* Translating business goals into technical specifications
* Creating interactive visual reports using **BI tools**
* Collaborating with teams and managers to help businesses develop
* Finding correlations in data to discover meaningful insights
* Identifying **key performance indicators** (KPI) to help companies adjust and fulfill objectives
* Created **Windows Installer setup packages (.MSIs)** on Windows XP/Win 11 platform and modified the MSIs using Wise Package Studio 6.0
* Used **Wise Package Studio** Setup Capture tool to take the snapshot of the pre-install and post-install and capture the changes
* Created MSTs for both the in-house applications and vendor MSIs to modify and package them as per the organizations packaging procedure manual
* Created **Task Sequence** to distribute the group of applications through SCCM 2016.
* Utilized **Login Consultants tool and Process monitor** to troubleshoot the Sequenced Applications.
* Utilized **Citrix Metaframe Server and Citrix Presentation Server** for delivering the Sequenced App-V Applications to the Users.
* Performed **OSD Scripting** to make run the applications during pre-stream and post-stream.
* Built **Upgrades and Patches (MSP)** according to the package requirement
* Troubleshooting the application using **ORCA** to resolve the Internal Consistency Errors (ICEs)
* Created **MDT** Lite touch installation media for field work to handle remote users
* Packaging applications with VMWare ThinApp for deployment to the virtual desktop environment.
* Implemented WSUS/SCCM integration and created a monthly phased patching process.
* Successfully created refresh (hard-link migration) and replace Operating System Deployment (OSD) task sequences for XP to Windows 7 upgrade using Zero/Lite Touch Installations, WAIK, USMT 4.0, and MDT 2010 integration.
* Configured Branch Distribution point, Asset Intelligence, and Windows Deployment Services/PXE.
* Help troubleshoot Mobile Device Managed (MAM) devices as well as Mobile App Managed policies (MAM) with Intune.
* Implemented high-availability infrastructure architectures in an Enterprise and Cloud environment adhering to DR, Business Continuity, and availability as per best practices.
* Designed and optimized data models using Azure data stores such as Redshift,RDS in Azure Cloud.Designed Network Security Groups (NSGs) to control inbound and outbound access to network interfaces (NICs), VMs and subnets.
* Have created virtual machines using Azure management portal, Azure PowerShell cmdlets, Azure cross-platform command-line tools.
* Troubleshoot and fix issues with services including micro services, platform services (PaaS), web and database servers.
* Configuring and maintaining security updates for servers/workstations using WSUS/SCCM 2016 (SCCM v1902).
* Responsible for Root Cause Analysis for server/Workstation configuration issues affecting multiple endpoints.
* Managed SCCM deployments in a large-scale global environment of 6000+ users as well as oversaw deployments of large and complex applications targeted for mass audience.

**Best Buy, Minneapolis, MN Jan 2017 – June 2017**

**Sr.Application Packager**

**Responsibilities:**

* Played a key role in upgrading SCCM 2007 to SCCM 2012- existing SCCM 2007 was scratched and a new SCCM 2012 R2 CU2 was stood up, side by side as SCCM 2007 functionality was disabled.
* Executed enterprise **workstation imaging/ deployment** methodology for Windows 7.
* Responsible for patch compliance on workstations using tools such as SCCM and WSUS.
* Performed troubleshooting for various operating systems including Windows Server 2003, 2008 and 2012.
* Used Windows Installer SDK development tools like **Orca** as part packaging and troubleshooting.
* Automated **XP-Win7** Migration schedule process using SCCM 2012, MSSQL 2012 and PowerShell.
* Created customized reports utilizing SQL/SQL reporting services to help assist on making better business decisions.
* Implemented new patching standardization and procedures utilizing **Software Updates Management** (SUM).
* Created various complicated application packages using **Flexera Adminstudio** and InstallShield for silent deployment.
* Monitored SCCM platform health and mitigated issues as needed.
* Through **Active Directory** organized and simplified the management of users, computers, applications, and devices, and make it easier for users to find the information they need.
* Used SCCM 2012 for software updates and for every month patch updates.
* Used SCCM Client Actions Tool to perform most common day-to-day administrative tasks on SCCM 2012 client. Automate the applications for software distribution using Install shield 2013.
* Repackaging foreign software installations with Admin Studio 11.5 using Repackaging tool.
* Worked on post installation configuration requirements, this includes launching the application to disable options, accepting license agreement, turning off automatic updates, changing menu bars, add/remove default icons, install updates, etc. for all Enterprise applications.
* Coordinate the packaging and deployment of applications to a distributed systems desktop environment.
* Participated in a 24x7 global support team and provided third level support as needed.
* Worked on **Thin App and App-V** to virtualize applications which are dependent on Multiple Versions of Java and Internet Explorer.
* Implemented and configured discovery methods, boundaries/boundary groups and client settings.

**Express Scripts, St.Louis, MO Oct 2015 -Dec 2016**

**Sr.Application Packager**

**Responsibilities:**

* Used Install Shield Admin Studio on Windows 11 for **repackaging applications and create transforms for Vendor MSI’s for a roll-out from Windows XP.**
* Publishing and Managing of **Application packages and assigning AD Group permissions** in App-V management console.
* Troubleshooting and resolving issues encountered while importing the application packages to **Application Virtualization management console.**
* Worked with Public properties for user input values, for the end-user to change the parameters during Maintenance mode.
* Worked with various custom actions and sequences to trigger based on the changes required such as substituting the values on the end user machine configuration.
* Created silent install for **chained MSI’s** and substituting the properties using command line.
* Provided 3rd level infrastructure support, and assisted in the maintenance and troubleshooting of SCCM, and client workstations; possess good understanding of the SCCM infrastructure including boundaries, site server roles, and parent/child relationships in order to troubleshoot SCCM related issues.
* Troubleshooting applications capture issues during sequencing and while streaming to the clients
* Experience on **MSI, MST (Transforms), MSM (Merge Modules), MSP (Patches).**
* Experience in using tools like **Orca** to directly edit the MSI/Validating the MSI.
* Used debugging tools such as Procmon to debug application issues.
* Application compatibility testing against **core images** for Windows 7.
* Work with Properties to customize MSI installs for different situations.
* Used Transforms and Patches to effect a seamless installation of the package on to the desired desktop.
* Silent installations using switches response files and automated scripts for user free interaction.
* Documented the steps and procedures for all the applications according to company standards.
* Interacting with the user to gather requirements and to test the application using remote assistance and online meeting.
* Sequencing applications onto Windows 11 using App-V 5.0.
* Perform general administrative tasks in the **App-V management console** such as setting up publishing servers, configuring publishing refresh, configure disconnected operation mode.

**Environment:** Windows 7, AdminStudio11.5, Install Shield 2013, OCT, ORCA, VB Script, Procmon, App-V, Citrix XenApp, SCCM 2012.