

Neeraj Kumar

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The secret to getting ahead is getting started.. - Mark Twain



Professional Summary (Overall Experience: 6.8 years)

I am currently working at Sherweb, having 6+ years of experience with Microsoft technologies. My personal interest is to write tech blogs on Intune & Azure topics on my [website](#) to help IT community and for my future reference.

Technical Skills

Technologies- Microsoft Endpoint Manager (Microsoft Intune), Microsoft Endpoint Configuration Manager (MECM), Ivanti Avalanche, Microsoft Teams Rooms(MTR).

Ticketing Tools: Dynamics for Microsoft (DfM), *Servicenow, Topdesk, Service Management Tool Suite, Network2000.*

Experience

SherWeb India Pvt. Ltd. (July 2023 – Present)

Designation: M365 Technical Advisor III - Intune

Project: Microsoft Intune

- Tools:**
1. Microsoft Intune
 2. Microsoft Assist 365
 3. Azure Support Center
 4. DevOps (Microsoft Collab)

Key Roles and responsibilities:

- Handling Concierge and Premier tickets for Intune customers.
- Help customers in configuring their tenant for Windows/android/iOS device management.
- Assisting users in deploying application of all types (Store/Manage Google Play store/LOB/Win32).
- Advising customers in creating an troubleshooting config. profile for iOS, Windows, android & iOS.
- Help customers in managing Bitlocker (or silent Bitlocker) from Intune.
- Assist customers to implement required Conditional Access policies to achieve their end goal.
- Active participation in Think Tank to help Agents and seek help within Team.

Project: Microsoft Teams Room (MTR Users)

- Tools:**
1. Teams Admin Center
 2. MTR Pro Management Portal

Key Roles and responsibilities:

- Assist customers in managing Microsoft Teams Room devices (MTR-W, MTR-A, Teams phones).
- Troubleshooting MTR device health, sign-in, audio/video quality issues etc.
- Documentation on Symptom, Cause & Resolution (SCR) for handled tickets.

Bosch Global Software Technologies (July 2022 – July 2023)

Designation: Senior Engineer

Project: Mobile PIM (In house)

Tools: 1. Microsoft Intune
2. Ivanti Avalanche

Key Roles and responsibilities:

- Managing 1,10,000+ iOS iPhones/iPad devices using MEM and ABM console.
- Responsible to manage both supervised(ABM) & unsupervised mode of iOS devices.
- Handling both corporate owned and personal owned type devices.
- Creating software/network profile(payloads/packages) for ruggedized devices.
- Helps in staging Rugged devices (Scan guns) with different manufacturers like Zebra, Data logic etc.
- Handling iOS application/configuration profile deployments.
- Providing L3 support for Mobile PIM project.
- Add/modify KBA for L2 and for end user.
- Presenting ideas on improvement on ongoing/new processes.

Accenture Solutions Pvt. Ltd. (Feb 2021 – July 2022)

Designation: SW/App/Cloud Tech Support Analyst

Project: Netherland Based Client (Rubber Company)

Tools: 1. Microsoft Intune
2. MECM (SCCM)

Key Roles and responsibilities:

- 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).

NathCorp Pvt Ltd. (Aug 2017 – Feb 2021)

Designation: Software Engineer (Cloud & Infra)

Project: US Based Client (Airlines)

Tools: 1. Microsoft Intune (Legacy & Modern)
2. MDT

Key Roles and responsibilities:

- Managing 1000+ mobile devices (Microsoft Surface Tablet) using MEM Console.
- Migrated Intune Legacy to Microsoft Intune (Modern portal).
- Windows Image Capturing and customizations, generating standalone Offline media (MDT).
- Creating Applications for Win 10 devices via Microsoft Endpoint Manager (MEM) Console.
- 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.

Project: US Based Client (Music Company)

Tools: Microsoft Intune- Bit locker

Key Roles and responsibilities:

- Requirement gathering for deploying Bit locker from Intune.
- Created & deployed Configuration Profile for endpoint protection in Intune.
- Real-time troubleshooting of Bit locker issues.

KEY SKILLS AND COMPETENCIES:

- Ability to work independently in busy environment.
- Able to prioritize tasks then act accordingly.
- Flexible to work on rotational basis.
- Quick learner, adaptable nature.

ACHIEVEMENTS

- Azure Fundamentals (AZ-900) [2021]
- Badged as Full-Stack Automation Engineer in Accenture [2021].
- Microsoft Partner Network Certs in Microsoft Intune and Azure MPN17587 [2017].

Academic Qualifications:

Degree / Certificate	Degree	Discipline	Institute	Board / University	Year of Passing	Aggregate % / CGPA
Post-Graduation	MCA	Computer Applications	BIT Mesra, Lalpur	BIT Mesra	2017	8.2
12 th	INTERMEDIATE	SCIENCE	DAV Public School, Ghatotand	CBSE	2012	76.8%
10 th	MATRICULATION	SCIENCE	DAV Public School, Ghatotand	CBSE	2010	8.2

PERSONAL INFORMATION

Gender	Male
Address	C/O Vimal Niketan, Jhilnagar, Kolghatti 1, Mandai Road Dist.- Hazaribag (Jharkhand), Pin- 825319
Hobby	E-Learning, Playing Badminton, Travelling
Language Proficiency	English, Hindi