

KAMAL GOYAL

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PROFESSIONAL SUMMARY

- An IT professional with over 11 years of experience in End User Computing & Enterprise IT Infrastructure Management Services.
 - Extensive experience in Desktop Engineering, Application Packaging, Desktop Virtualization, End Point Security, Enterprise Mobility, Quality & Compliance and System Management using Microsoft and non-Microsoft technologies.
 - Vast experience in assessment, plan, design, implement and supporting transformation projects for large customer in the areas of Windows 7/10, SCCM 2007/2012, MDT 2008/2013 and other end user computing related technologies.
 - Experienced with full life-cycle scoping, architecting, deploying and supporting enterprise scale solutions part of end user computing requirements aligned with ITIL standards.
 - Expertise in service design & delivery for prestigious organizations in Food & Beverages, Health Care & Life Sciences, Banking & Insurance, Manufacturing, Telecom and Technology Infrastructure Services domains.
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SKILLS SET

Operating Systems:	Windows 10/8.1/8/7/Vista/XP/2K/98, Windows Server 2012/2008/2003/2000
Desktop Engineering:	SCCM 2012/07, MDT 2013/08, WDS, Windows ADK/WAIK, USMT, Symantec Ghost, Laplink
Application Packaging:	Flexera Admin Studio 15, Microsoft ACT, Microsoft App-V
Scripting:	MS-DOS, VBScript and PowerShell
Mobile Apps:	Android, IOS, MEmu Android Emulator, Appenate, Canvas, SinePro
Virtualization:	VMware Workstation, Citrix XenApp, Citrix XenDesktop, Microsoft App-V, MS Virtual PC
Cloud and Storage:	Box, Microsoft OneDrive for Business
Enterprise Mobility	Microsoft Intune, VMWare Airwatch, Symantec VIP Manager
End Point Security:	Symantec End Point Protection, Safeboot, Microsoft Bit-locker, LAPS, Ionic DRM, WSUS, Lumension
Project Management:	Microsoft Project, Microsoft Visio, Juriba Dashworks.
Hardware's:	Desktop, Laptops, Toasters, Mini PC, Printer, Scanners and other peripherals.
Software's:	Microsoft Office 365/2013/2010/2007/97-2003, Paragon Call Center
Networking:	Router and Switch, Routing protocols RIP, IGRP, EIGRP, and OSPF, LAN/WAN, Wi-Fi and VPN
Directory Services:	Active Director, DNS, DHCP, IIS, KMS
Database	MySQL, Microsoft SQL Server 2014/2008/2005/2000
Helpdesk Tools	HP Open View, Service Now, CA Service Desk, BMC Remedy, PC Anywhere
Other Solutions	Mphasis Moatis 1.0, Cirrato Managed Print Services

EMPLOYMENT HISTORY

08th May 2017 to Current

Manager - Workspace

Tieto India Private Limited

Pune, India

Key Responsibilities:

- Managing a team of specialists and architects providing support to Nordic customers in the areas of Application packaging, distribution in SCCM, Patch Management, Image management, encryption, software and Hardware asset management and certifications.
- Level 6 technical support to Nordic customers in the areas of Workspace services.
- Serves as escalation support for all desktop related issues supporting the customer's incident and problem management escalation processes and practices.
- Research, evaluate, and recommend current and emerging tools, techniques, and technologies as related to Workspace services.
- Adhere to existing IT processes and actively participate in the development of new processes that adhere to best practices using ITIL methodology including Configuration Management, Change Management, and Release Management
- Work with cross functional groups (Application Services, Application Development and Infrastructure) to ensure solutions meet performance and reliability goals.

06 Oct 2016 to 25 Apr 2017

Manager End User Computing

Coca-Cola India Pvt. Ltd.

Gurgaon, India

Key Responsibilities:

- Served as EUC Expert and part of End User Productivity Services team responsible for designing, planning, implementation, configuration, integration and maintenance of the end users related system and applications including printers, desktops, laptops, tablets, and mobile devices.
- Analyze business requirements by conducting information-gathering sessions with business groups, analyzing the information and prioritizing the requirements to gain understanding of the business needs.
- Design and implement new technologies & tools for the end user computing systems and providing technical expertise in identifying, evaluating, and developing effective system solutions that meet business application requirements.
- Windows 10 Image development, testing, hardware certification & deployment via MDT 2013 and SCCM 2012.
- Packaging and installation of Windows 10, Office 365 and associated applications for more than 20,000 computers using SCCM 2012 and 1E Nomad.
- Research, evaluate, and implement solution to encrypt, monitor and protect The Coca-Cola Company restricted and confidential data on Box as cloud storage.
- Develop mobile apps to digitalize paper based forms, sign-in sheets, gift distribution system and enhance end user experience.
- Implement and customize SinePro mobile app platform to enable automated & digital visitor management system at Coca-Cola India office in Gurgaon.
- Analyze usage of Salesforce Chatter as The Coca-Cola Company collaboration tool by creating SQL queries and recommend options for the improvement.

06 May 2013 to 03 October 2016

Architect

Wipro Limited

Bangalore, India

Key Responsibilities:

- Design, implement and support enterprise desktop engineering platforms and processes including Operating System Deployment, Application Packaging and Deployment, Patch Management, Hardware and Software assessment, and End Point Security solutions.
- End-to-end desktop lifecycle management - includes Windows 7-10, Office 2010-2016, Office 365 ProPlus, MDT 2013 and SCCM 2012, Symantec Endpoint Protection, and Microsoft Bit-locker for Windows, including Group Policy integration.
- Conduct due diligence and own plan, design, execute and support SCCM 2012 and MDT infrastructure.
- Conduct due diligence and own plan, design, execute and support Windows 7 and 10 migration project including SOE, Application Portfolio, hardware drivers, OS hardening and version control.
- Develop and execute test cases part of IC, IQ and OQ process to certify Windows 10 and associated applications using HP Quality Center (QC)
- Plan, design and implement Juriba Dashworks application to manage Windows 7-10 operating system and Office 365 migration projects.
- Plan, design and implement Microsoft KMS (Key Management Service) to provide automatic activation to Windows 10 clients in customer network.
- Design and implement Microsoft LAPS (Local Admin Password Solution) to provide automatic management of Windows 10 client local administrator password centrally.
- Design and implement User State Migration Tool (USMT) to capture and restore user data & settings.
- Design and implement device encryption solution for physical devices using Microsoft Bit-locker.
- Create FAQs, Knowledgebase and Known error articles for end users and support teams on Windows 7/10, Image Engineering and Deployment, Application Packaging and Software Distribution.
- Create design and operational document on desktop engineering solution including High Level Design, Low Level Design and Standard Operating Procedures.
- Mentor team of Application Packaging, Software Distribution, Image Engineering and Windows Deployment.

Projects:

Client Details	User Base	Role	Responsibilities
Large Health Care Client across Europe & USA	7000	Architect	<ul style="list-style-type: none"> • Windows 10 Image Engineering and Rollout • Lead Application Packaging team • SCCM 2012 Design and Implementation • Juriba Dashworks Implementation for migration project management. • Post Deployment Support and Asset Management
Global Pharma Client	30000	Architect	<ul style="list-style-type: none"> • Windows 10 Image Engineering and Rollout • Lead Application Packaging team • SCCM 2012 Design and Implementation • Post Deployment Support • Service Readiness
In-House Project	NA	Architect	<ul style="list-style-type: none"> • Windows 10 Onboarding Kit that includes <ul style="list-style-type: none"> ○ Document Templates ○ Automation Scripts for Image and Rollout

			<ul style="list-style-type: none"> ○ FAQs, KBA and Known Error Database ○ Training plan and readiness for the team ○ Standard deck to demonstrate technology to the customer ○ POC setup for internal and customer use. ● Automation Strategies to reduce efforts in design, build and testing for Windows 10 Image and Rollout projects and to standardize toolset to be used for multiple customers.
Australian Insurance Company	9000	Architect	<ul style="list-style-type: none"> ● Windows 7 Plan, Design and Rollout ● Application Rationalization ● Post Deployment Support and Field Services ● Vendor Management

16 Dec 2010 to 29 April 2013

Principal Infrastructure Engineer

Mphasis Limited

Pune, India

Key Responsibilities:

- Implement & support virtual and physical computer & applications, operating system deployment, application packaging and deployment, SCCM 2007 implementation, patch management and automation tools across multiple geographies.
- Implement Moatis tool to monitor the performance and health and remediate if there are any events indicating any degradation of business critical systems
- Windows 7 and Office 2010 readiness and compatibility assessment using ACT, MAP, OMPM, OCCI and Windows 7 upgrade advisor tools.
- Build and manage application packages, collections, windows updates and assignments with SCCM 2007 console
- Draft technical documents and formalize the desktop standards, installation details, processes and procedures, standard operating procedures and knowledge base related to computer configurations

20 April 2009 to 14 December 2010

System Analyst 3

Unisys Global Services India

Bangalore, India

Key Responsibilities:

- Implement and support end-point management solutions, such as Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2008 and Altiris Deployment Solution for large global enterprise customers.
- Windows 7 Image Engineering, Operating System Deployment, Application Packaging & Deployment, Patch Management and automation using Microsoft System Center Configuration Manager 2007, Microsoft Deployment Toolkit 2008 and Altiris Deployment Solution for large global enterprise customers.

18 February 2008 to 17 April 2009

Customer Service Representative

IBM India Private Limited

Delhi, India

Key Responsibilities:

- Responsible to manage customer's workstation, operating system, application installation and maintenance for a large telecom client in Delhi region.

- Develop and execute enterprise workstation imaging and deployment methodology for Windows XP and Windows Vista operating system and applications.
- Implement and maintain the desktop environment and tier 3 production support for over 6,000 systems.

16 April 2007 to 15 February 2008

Technology Support Analyst

United Health Group Information Services Pvt. Ltd.

Gurgaon, India

Key Responsibilities:

Single Point of Contact for 3000+ users to provide implementation of all desktop technical solutions in a Microsoft Windows and multi-vendor application environment, work on assigned production break-fix activities, maintenance, project support, mobile and endpoint devices for operational efficiencies.

10 March 2006 to 12 April 2007

Desktop Support Engineer

Info Services

Delhi, India

Key Responsibilities:

Installation, configuration, and ongoing maintenance and usability of desktop/laptop computers, printers, handheld/mobile devices, peripheral equipment and software within established standards and guidelines for 500+ users.

03 October 2005 to 08 March 2006

Executive - Technical Support (Product Business)

Parsec Technologies Limited

Gurgaon, India

Key Responsibilities:

End-to-end implementation of International and Domestic Call Center, which includes the integration of voice and data. Implement Parsec's Paragon Call Center application suite in client/server modes and provide post implementation support for the application.

EDUCATION

- Diploma in Computer Engineering from Board of Technical Education, Delhi.
- MCSE: Desktop Infrastructure
- ITIL V3 Foundation Certified
- MCTS: Administering and Deploying System Centre 2012 Configuration Manager (70-243)
- MCTS: System Center Configuration Manager 2007, Configuration (70-401)
- Microsoft Certified Technology Specialist (MCTS): Windows 7 and Office 2010, Deploying (Exam 70-681)

PERSONAL DETAILS

Full Name	Kamal Goyal
Date of Birth	03 June 1984
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