

KAMAL GOYAL

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Professional Summary

- Over 18 years of experience in End User Computing, including Desktop Engineering, Virtual Desktop Infrastructure, Application Packaging, Operating System Deployment, Patch Management, Enterprise Mobility, and Security.
- Extensive experience in solution architecture, design, implementation, and support for Modern Workplace technologies, including Microsoft Azure, Windows 11/10 SOE, Configuration Manager (MECM/SCCM), Endpoint Manager (Intune), Azure Virtual Desktop, and other end-user computing-related technologies for several customers.
- Proven leadership experience collaborating with teams of up to 20 members, including coaching, mentoring, competency development, performance review, cross-skilling, and setting appropriate expectations.
- Experienced in providing level 1 to level 3 technical support in End end-user computing and Infrastructure services for prestigious organisations in Government, Health Care and Life Sciences, Banking and insurance, Manufacturing, and Infrastructure Services domains aligned with ITIL and agile method.

Technical Skills

Title	Ability
Cloud Computing (IAAS & PAAS): Microsoft Azure, Microsoft Azure Virtual Desktop (AVD), Azure AD (Entra ID)	Expert
Modern Workplace (Microsoft 365): Microsoft Office 365, Endpoint Manager (Intune), Microsoft Teams, SharePoint Online, Project Online, Exchange Online, OneDrive, and Cloud Mapper	Expert
Operating System Deployment & Management: Windows 11/10 SOE, Microsoft Endpoint Configuration Manager (MECM/SCCM), Windows Autopilot, Windows as a Service, Azure Image Builder (AIB)	Expert
Enterprise Mobility and Security Microsoft Bitlocker, Vulnerability Management, Mobile Device Management (MDM, Microsoft 365 Defender, Zscaler, Airlock Application Control, Essential 8 Maturity Model, Ivanti Patch for SCCM/Intune	Intermediate
Operating Systems and Directory Services: Windows 11, Windows 10, Windows 7, Windows Server 2019 – 2008, Active Directory, Group Policies, KMS, DNS, DHCP, Always-on VPN, Direct Access, Patch Management (WSUS / SCCM/Intune)	Expert
Helpdesk and Remote Management Tools ServiceDesk Plus, Service Now, Windows Admin Center, Remote Desktop Manager, ConnectWise Control, Team Viewer, and Lansweeper	Expert
Virtualization: Microsoft Hyper-V, Azure Virtual Desktop, VMWare Workstations	Intermediate
Scripting: PowerShell, Azure CLI, VBScript, Windows Basic	Intermediate
Hardware and Networking: Desktop, Laptops, Mobile, Tablets, Printers, LAN/WAN, Wi-Fi, and Always ON VPN, Direct Access	Expert
Miscellaneous: Konica Y-soft Follow-Me Print, Juriba Dashworks, SCOM, Symantec NetBackup, Avaya Site Administration, Microsoft Project, Power BI Reports, Visio, Ring Central Phone, and WordPress.	Intermediate

Education & Certifications

- Diploma in Computer Engineering
- Microsoft Certified: Azure Solutions Architect Expert
- Microsoft 365 Certified: Enterprise Administrator Expert
- Microsoft Certified: Azure Virtual Desktop Specialty
- ITIL V3 Foundation Certified
- MCSA: Windows 10
- MCTS: Administering and Deploying System Center 2012 Configuration Manager

Employment History

Senior Cloud Engineer – EUS Solutions

03/2022 to Current

Transport for NSW

Reporting to Senior EUS Solutions Manager and responsible for managing end-user computing Infrastructure aspects, also leading the transition of desktop and applications from Citrix to AVD. Key responsibilities include:

- Leading Azure Virtual Desktop (AVD) team, responsible for end-to-end project delivery and operational activities to migrate over 5,000 users from Citrix to TfNSW strategic remote access solution - AVD.
- Providing level 1-3 support for EUS infrastructure, including build and implementation, break-fix, patching, incident, problem resolution, change management, governance, and continuous improvement.
- Microsoft Azure Virtual Desktop (AVD) administration, including multi-Session Windows 10, Microsoft Endpoint Manager (Intune), FSLogix Profile Containers, App-Attach MSI-X, Azure Image Builder (AIB) and Azure NetApp Files Premium.
- Support the underlying AVD platform, including desktop/application virtualisation, Active Directory, Azure AD, Intune, SCCM, related configuration profiles and group policies.
- Build and support Windows 10 and 11-based SOE with custom images, including base OS, core and business applications, custom configuration, and security hardening.
- Azure Virtual Desktop (AVD) Host pool management, including session hosts, application groups, and workspaces.
- Build, deploy and support MSIX and MSI packages and publish via SCCM or Intune or the app attached for AVD.
- Managing Microsoft Azure includes administration of subscriptions, resource groups, access control, policies, ARM templates, virtual machines, storage, networking, network security groups, and other IaS and PasS components.
- Vulnerability management, including review, analysis, mitigation, and support using Qualys.
- Administration of Active Directory and Entra ID, including managing group policies, conditional access policies, identity and access management, organisational units, and security groups.
- Microsoft Endpoint Manager (Intune) and Microsoft Endpoint Configuration Manager (SCCM/MECM) administration, including device onboarding, configuration profiles, application management, and patching.
- Microsoft 365 administration, including MS Teams, SharePoint Online, Exchange Online, Entra ID, and other M365 services.
- End-to-end monthly security updates for Windows 10 and associated applications.
- User's access management, including onboarding, modification and offboarding from AVD.
- Azure Virtual Desktop (AVD) monitoring using AVD Insights, Log Analytics workspace, and Splunk Cloud.
- Create PowerShell scripts to automate daily tasks, including DR runbook, image build and reporting.
- Incidents, requests, problems, and change management using ServiceNow.
- Create High-Level Design, Low-Level Design, Standard Operating Procedures, and KB articles.
- Work with EUS Solutions, Service Delivery, Hosting Infrastructure, Service Desk, information security, external suppliers, and business units to evaluate, implement, and support new solutions or fix issues with existing systems.
- Collaborate with the Cybersecurity team and business to implement the Essential 8 Maturity Model. This includes vulnerability management, monthly patching, Microsoft 365 Defender, Conditional Access, and compliance policies.
- Key Projects and achievements include:
 - Citrix to Azure Virtual Desktop (AVD) migration for over 5,000 users, 200+ applications, and 500+ VMs, including user profiling, migration planning, implementation, and support.

- Windows 10 22h2 upgrade for over 25,000 workstations and AVD VMs.
- Reduced overall hosting cost by 40% by optimising scaling plans and policies for host pools.
- Vulnerability management for Azure Virtual Desktop (AVD) and end-user systems.
- Migrated on-prem group policy to Intune using the Group Policy Analytics tool.
- Automated regular tasks such as image build and host pool management using PowerShell and Azure CLI, saving hours of effort monthly.
- Implemented an automated and layered DR strategy, saving the organisation over one million dollars annually.
- Transition of Azure Virtual Desktop (AVD) services, including Service Design, knowledge sharing, shadowing sessions, handover, and governance.

Senior Systems Administrator – Manager Endpoint Management

09/2021 to 03/2022

NSW Department of Planning and Environment

Reporting to the Workplace Technology Manager and leading endpoint management team to drive end-user computing projects and support over 15,000 users across NSW. Key responsibilities include:

- Led a nine-member team, including recruitment, people management, competency development, and performance reviews.
- Provide 2nd and 3rd-level technical support to resolve incidents, implement changes, solve problems, and execute continuous service improvement plans.
- Windows 10 SOE design, build, deployment, support, upgrade, and maintenance.
- Microsoft Endpoint Configuration Manager (SCCM CB 2111) administration, implementation, upgrade, and support.
- Microsoft 365 implementation and administration, including Office 365, Teams, EXO, SharePoint, and Project Online.
- End-to-end patch management for workstations, servers, and third-party applications using SCCM.
- Microsoft Azure administration, including Active Directory, role-based access management, managing subscriptions & resource groups, and other IAAS components.
- Microsoft Azure Virtual Desktop (AVD, formerly known as WVD) implementation and support.
- Level 2 Active Directory administration, including access management, Bit-Locker, LAPS, and Group Policy management for workstations, EUC servers, and applications.
- Incidents, requests, problems, and change management using ServiceNow.
- Create High-Level Design, Low-Level Design, Standard Operating Procedures, and KB articles.
- Work with Workplace Technology, Infrastructure, Service Desk, Technical Support, app support, information security, external suppliers, and business units to evaluate, implement, and support new solutions or fix issues with existing systems.
- Key Projects and achievements include:
 - Automated monthly patching using SCCM ADR, including seamless content source for internet and office users.
 - Windows 10 20h2 upgrade for over 15,000 workstations.
 - Implemented Windows as A Service (WSAS) model for regular and automated Windows 10 feature updates.
 - Microsoft Local Administrator Password Solution (LAPS) design, implementation, and support
 - Microsoft Cloud Management Gateway (CMG) design, performance, and support.
 - Microsoft Azure Virtual Desktop implementation involving third-party partner support.
 - Microsoft Endpoint Configuration Manager CB 2111 upgrade.
 - Contributed to Cyber Security uplift programs to reduce systems vulnerability and improve security.
 - Improved endpoint management queue from 1500+ incidents to below 800 in 3 months.

Senior Platforms Engineer

06/2021 to 08/2021

Northern Beaches Council

Worked as Senior Platforms engineer reporting to the Chief Technology Officer to oversee current workplace services' daily operations and project activities, including Microsoft 365 and Azure Infrastructure services. Key responsibilities include:

- Microsoft 365 implementation and administration, including Office 365, Teams, EXO, SharePoint, and Project Online.

- Microsoft Endpoint Manager (Intune) implementation, support, and administration, including profile configuration, device management, and Windows Autopilot.
- Provide 1st to 3rd-level technical support for Microsoft Azure and M365-related incidents and requests.
- Microsoft Azure administration, including IAM, managing subscriptions & resource groups, and IAAS components.
- Incidents, requests, problems, and change management using ServiceNow.
- Create High-Level Design, Low-Level Design, Standard Operating Procedures, and KB articles.
- Work with Infrastructure, Service Desk, Technical Support, app support, information security, external suppliers, and business units to evaluate, implement, and support new solutions or fix issues with existing systems.

End-User Computing Lead

02/2021 to 06/2021

Healius Limited

Worked as EUC lead for the SOE team, reporting to the Group IT Manager to oversee End User Computing services' daily operations and project activities at Healius Limited based in St. Leonards. Key responsibilities include:

- Provide 2nd and 3rd-level support for issues related to SCCM, Windows 10 SOE, and other end-user-related systems.
- Windows 10 SOE design, build, deploy, support, and services.
- Microsoft Endpoint Configuration Manager (SCCM CB 2010) administration, implementation, upgrade, and support.
- VMWare Horizon Cloud integrated with Azure Virtual Desktop (AVD/WVD) administration and support.
- Microsoft 365 implementation and support, including Endpoint Manager, Teams, and Office 365 client deployment.
- End-to-end patch management for workstations for operating systems and applications using SCCM.
- Incidents, requests, problems, and change management using ServiceNow.
- Create High-Level Design, Low-Level Design, Standard Operating Procedures, and KB articles.
- Coordinate with business units, Infrastructure, app support, information security, and external suppliers.
- Key Projects and achievements include:
 - Automated workstation patching by SCCM for over 10,000 users, reducing 30+ person-hours efforts every month.
 - Windows 10 1909 upgrade for over 10,000 workstations.
 - Windows as A Service (WSAS) model for regular and automated Windows 10 feature updates.

IS Systems Administrator - Modern Workplace Specialist

01/2018 to 01/2021

NSW Electoral Commission

As a Workplace Technologies Specialist, I reported to the Manager of Infrastructure Servers and oversaw the daily operations and project activities of Information Services at the NSW Electoral Commission. Key responsibilities and achievements included:

- Windows 10 SOE design, build, deployment, support, upgrade, and maintenance.
- Microsoft Endpoint Configuration Manager (SCCM CB 2010) administration, implementation, upgrade, and support.
- Microsoft 365 implementation and administration, including Office 365, Teams, EXO, SharePoint, and Project Online.
- Microsoft Endpoint Manager (Intune) implementation, support, and administration, including profile configuration, device management, and Windows Autopilot.
- Microsoft Azure administration, including IAM, managing subscriptions & resource groups, and IAAS components.
- Microsoft Teams implementation and support integrated with Ring Central and Jabra Direct apps.
- End-to-end patch management for workstations, servers, and third-party applications using SCCM.
- Assess and mitigate vulnerabilities in servers and workstations reported by Qualys.
- Microsoft Bitlocker (MBAM) design, implementation, and support for drive encryption
- Application packaging and distribution using SCCM applications & packages method for users and device collections.
- Group Policy management for workstations, servers, and applications.
- Mobile Device Management using AirWatch.
- Provide 1st to 3rd-level technical support for issues related to workstations and associated applications.
- Build custom PowerShell script to automate routine tasks and meet business requirements.
- Build custom SCCM reports using in-built report builder, SQL queries, and Power BI to provide status updates on OSD, applications, patching, and software & hardware inventories.

- Active Directory administration, including identity & access management, onboarding, and offboarding.
- Incidents, requests, problems, and change management using ManageEngine ServiceDesk Plus.
- Create design and operational documents, including High-Level Design, Low-Level Design, Standard Operating Procedures, and ServiceDesk portal solutions.
- Coordinate between Infrastructure, service delivery, app support, information security, external suppliers, and business units to evaluate, implement, and support new solutions or fix issues with existing systems.
- Key Projects and achievements include:
 - Implement Microsoft Teams, Bitlocker (MBAM), and Windows 10 LTSC 2019 Upgrade for Head Office users.
 - Designed, built and deployed Windows 10 Pro 1803 x64 SOE for over 2,500 users during NSW SGE 2019.
 - Microsoft Endpoint Configuration Manager (MECM / SCCM) CB 2010 – 1802 upgrade assignments.
 - Vulnerability assessment and mitigation reported by Qualys for Workstations and Servers.
 - PowerShell scripts to automate SOE post-deployment checklist and other routine checks.
 - PowerShell script to automate server's checklist after monthly patching.
 - Microsoft Endpoint Manager (Intune), SharePoint Online, and Office 365 implementation for 2500 plus devices.

Manager – Workspace Services (End User Computing)

05/2017 to 12/2017

Tieto – Managed Service Provider (MSP)

As Manager of End User Computing services for a leading Nordic managed services provider, I oversaw workstations, applications, and mobile devices for 30,000 users of large Nordic customers.

- Led a team of 20 members, including recruitment, people management, competency development, and performance reviews.
- Provide 3rd-level technical support to resolve escalated incidents and execute continuous service improvement plans.

Manager - End User Computing

10/2016 to 04/2017

The Coca-Cola Company – Food & Beverages Manufacturer

As a Technical Business Analyst for End User Productivity Services, my responsibilities included evaluating, implementing, and maintaining Windows 10 SOE and its associated end-user applications.

SOE Architect

05/2013 to 10/2016

Wipro Technologies – Managed Service Provider (MSP)

As an SOE Architect, I designed, implemented, and supported enterprise desktop platforms and processes. This included Windows SOE, Microsoft SCCM, application packaging and deployment, patch management, enterprise mobility, and security solutions.

- Architect, designed, implemented and supported enterprise desktop platforms, including SCCM Current Branch, SCCM 2012, MDT 2013, Windows 10 & Windows 7 SOE, Office 365, Application Packaging and Deployment, Patch Management, Hardware and Software Certification, and Group Policies.
- Provide level 3 technical support for Managed Desktop and Engineering, Application Packaging and distribution, SCCM Infrastructure, Patch Management, Windows 10 - 7 SOE, Drive Encryption, and other related issues for multiple customers.
- Lead a team of 5 specialists, including technical leadership, performance, training, and competency development.
- Develop Windows 10/7 SOE build process, including build, testing, deployment, and maintenance using MDT and SCCM following the industry best practices.
- Design, implement and maintain end-to-end patch management for workstations, servers, and applications.
- Build custom PowerShell and VBScript to automate SOE tasks and automate BAU activities.
- Plan, design, and implement Group Policies required to enhance user experience and meet security standards.
- Design and implement device encryption solutions for physical devices using Microsoft BitLocker.
- Create design and operational documents on desktop engineering solutions, including High-Level Design, Low-Level Design, and Standard Operating Procedures.
- Key Projects and achievements include:
 - SCCM CB, Windows 10 SOE, Bitlocker (MBAM) for a large healthcare client with up to 33,000 workstations.

- SCCM CB, Windows 10 SOE, Intune, KMS, LAPS for a large health care client with up to 6600 workstations.
- PowerShell scripts automate SOE testing, which helped reduce testing time by several hours.
- Windows 10 SOE onboarding kit, including document templates, automation scripts for SOE build and deployment, FAQs, KB articles, and Known Error Database.
- Awards & Recognition: Best EUTS Consultant for 2013 – 2014 and 2014 – 2015.

Principal Infrastructure Engineer – EUC and Remote Infrastructure Services 12/2010 to 04/2013

Mphasis Limited – Managed Service Provider (MSP)

As Team Lead for an offshore End User Computing services team, I managed desktop services for a large healthcare client in North America. My team and I supported up to 10,000 users by implementing and supporting computers and applications, deploying operating systems and applications, managing the SCCM 2007 environment, patch management, and automation tools.

- Led a team of 20 specialists, overseeing technical leadership, performance evaluations, career planning, interviewing, hiring, resource allocation, competency development, and adherence to process and compliance.
- I offered level 2 technical support for Managed Desktop and remote infrastructure services.

System Analyst 3 04/2009 to 12/2010

Unisys - Managed Service Provider

Provided level 2 technical support and consulting for Managed Desktop Services, Windows 7 SOE, Application Packaging and Distribution, Patch Management, SCCM 2007, and MDT 2010 – 2008.

Customer Service Representative 02/2008 to 04/2009

IBM - Managed Service Provider

As a Tech Lead, provided level 2 technical support in Service Desk, Desktop Services, and Field Support across multiple locations.

Technology Support Analyst 04/2007 to 02/2008

United Health Group – In-house IT Services Team

I provided level 1.5 technical support for Microsoft Windows XP and related applications, desktops, laptops, printers, and peripheral equipment to over 3000 workstations. I was also part of the team that handled Windows XP deployment and software distribution.

Desktop Support Engineer 03/2006 to 04/2007

Info Services – Managed Service Provider

As a Site Engineer, I installed, configured, and provided support for Windows XP, applications, desktops, laptops, printers, peripherals, and network equipment within established standards and guidelines.

Executive Technical Support 10/2005 to 03/2006

Parsec Technologies – Product Support Team

As a Technical Support Engineer, I was responsible for implementing and supporting International and Domestic Call Centre software. This included integrating voice and data and implementing Parsec's Paragon Call Centre application suite.

Additional Information

- Work Authorization : Permanent Resident of Australia
- Driving License : Car (Class C) – Unrestricted

References

- Available on request