

## Career Objectives

- 8+ Years of experience in Information technology on various fields which include Mobile Device Management, Windows OS and manual testing implementation and maintenance of applications.
- Effective team member and also an individual contributor, with excellent verbal and written communication skills
- Ability to analyze and solve problems through creative approaches.

## Managing Enterprise Mobility

Experienced lead with a Mobility & Technical Support in the computer software industry. Managing 50000+ of devices and overseeing third-party service providers, resulting in a highly scalable and secure mobile infrastructure.

## Profile Summary

- Responsible for timelines and deliverables that match project objectives, risk and issue management, communications and stakeholder management
- Track project performance, specifically to analyze the successful completion of short- and long-term goals
- Develop comprehensive project plans to be shared with partner as well as other IT staff members
- Experience in Enterprise-wide implementation & support experience in MDM solutions
- Strong business and technology analysis skills - ability to understand industry and customer requirements and map that to software.
- Understanding of software architecture, configuration, and ability to set up product to match business requirements.
- Data analysis skills - ability to interpret data and reports for business requirements.
- Mobile Application Management (MAM) under SaaS (Software as a Service)
- Support Specialist in, Nanoheal MDM (Nanoheal.com)
- Willingness and eagerness to work in a high-pressure fast-growing start up environment
- Knowledge in computer and mobile security concepts

## Key Skills & Competencies

- |                       |                            |                      |
|-----------------------|----------------------------|----------------------|
| • Project Management  | • Technical Delivery       | • Customer Service   |
| • Enterprise Mobility | • Mobile Device Management | • Team Management    |
| • Technical Support   | • System Administrator     | • Network Monitoring |

## Relevant Experience

**Organization:** IBM Pvt Ltd –( Future Focus info. C2H) Bharat Financial Inclusion Ltd

**Position:** L3 (Tech Support), June2015 to Oct 2022

### Key Responsibilities:

- Manage enterprise Mobile Device Management (MDM) platform by installing, deploying, updating, and monitoring App usage on the company deployed mobile devices

- Operation of the Mobile device management systems necessary to support the security management of mobile devices as well as providing internal mobile application distribution
- Management of localized policy or security settings as required and agreed
- Management of application store content within MDM platform
- Creation, maintenance and review of documentation and communications related to the mobile device services
- Resolved managerial and technical problems with the OEM, EU and third-party vendors
- Reduced risk through the development and implementation of MDM policies — including security and reporting — while keeping incidents below the required 5 percent threshold
- Maintained 99 percent network uptime and increased mobile user satisfaction by the development and maintenance of daily/weekly/monthly operational checklists and reports and timely error resolution
- Deploy the Apps developed by the team to MDM on a regular basis after sanity testing is done
- Management Solutions & its features using Nanoheal MDM
- Manage delivering Productivity & Line of Business applications securely to Mobile Devices
- Evaluate, test, and deploy patches and upgrades and establish processes to ensure proper patch level compliance across the desktop environment
- Fault management with error reporting and device status updates (This area also includes capability to deal with device faults and extraordinary behaviors)
- Setup and maintain mobile development platform
- Produce documentation, as required, through all aspects of a project including requirements, field and table-level descriptions,
- Design, test plans, and support documentation.
- Worked closely with customers to recognize the customer's business needs, interpret them, and produce the solution proposals.
- Troubleshooting Enrolment, Policy, data Sync issues on Android devices.
- Work closely with QA teams in testing and problem resolution.
- Set whitelist/blacklist, Assign/remove apps in Enterprise App Store.
- Importing/Synchronizing/provisioning users and groups from Dashboard.
- Providing simple and secure device enrolment services.
- Identifies and escalates issues and, when necessary, pulls appropriate teams together to solve challenge/issue, etc.
- Configuring profiles on the devices (i.e. Email, Wi-Fi)
- Configure data loss protection settings (i.e. open in, copy/paste).
- Logging ticket with ISP and following the same till resolve.
- Configuring the MDM in client devices like android
- Troubleshooting Enrollment, Policy, data Sync issues on Android devices
- Addition of new Resources and users/groups
- Providing simple and secure device enrolment services
- Configure one or more Enterprise App Stores
- Add/Remove Mobile Apps in App Store
- Assign / remove apps
- Coordination with vendors for any issues that need vendor intervention
- Good Knowledge in Co-Desk Ticketing Tool and Mapping of assets.
- Generating Various Reports on Co-Desk and Dash Board.
- Resolving issue using remote tool
- Configuring profiles on the devices (i.e. Email, Wi-Fi, VPN Certificates).
- Configure data loss protection settings (i.e. open in, copy/paste).

- Edition and Configuration of new Resources and users/group

**Organization: Media Mint**

**Position: System Administrator Hyderabad**

**Job Period: Aug 2013 to Aug 2014**

### **Key Responsibilities:**

- Take down and rebuild of entire computer.
- Troubleshooting PCs, servers and associated peripherals
- Good Knowledge of different hardware components.
- Familiar with different hardware brands that produce reliable hardware components.
- Depth knowledge of installing hardware components
- Software installation, configuration, repair and troubleshooting.
- Hardware installation, testing, cleaning, troubleshooting, repair and maintenance.
- Outlook Configure on in-house staffs
- Troubleshooting internet issues
- Logging and resolving open tickets
- OS installation

### **Technical Courses**

GNP+ GLOBAL NETWORKING AND INFRASTRUCTURE MANAGEMENT" (NIIT)  
(Higher Diploma in System Networking) Hyderabad.

### **Education & Training**

- Completed Diploma in Computer's from SES SN Murthy Polytechnic College Affiliated to AICTE in 2009.
- Completed Vocational Course from Siddhartha Institute Affiliated to NCVT in 2006
- Completed SSC from Oxford High School in 2003.

### **Personal Details**

Date of Birth: 05<sup>th</sup> May 1986  
Languages Known: English, Hindi, & Telugu.

**B.Santosh Kumar**

**Date:**