

Contact

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Skills

Global Delivery Management
Project Management Operations
End user Services
Microsoft Modern Workplace
Google Workspace

IT Skills

MECM
Patch Management
Powershell Scripting
Cloud Computing
Bitlocker

Courses & Certifications

Microsoft 365 Certified: Endpoint Administrator Associate
Microsoft 365 Certified: Modern Desktop Administrator Associate
Freshservices Product Expert Certification
Problem-Solving Techniques
Project Management Foundations

Ajeet Narayan Giri

Technical Consultant | Mumbai

As a Lead Technical Consultant at Noventiq, a leading provider of IT solutions and services for global clients, I leverage my 9+ years of experience and three professional certifications to deliver high-quality end user computing solutions. I hold an MBA in IT from Suresh Gyan Vihar University, and I am a certified Microsoft, F-TEC, and Hardware Institute of Network Technology professional.

My core competencies include SCCM, Jamf, OS Deployment, Windows 10 and 11 upgrade, software distribution and patch management, device life cycle and ticketing tool reporting, network/server device monitoring, vendor management, and AWS. I also have expertise in Microsoft Workplace and Google Workplace, Endpoint Deployment/Imaging/Patching, Windows Cloud PC, Bitlocker Implementation and Support, and SQL. I am passionate about learning and staying updated with the latest technologies and best practices in the IT industry. I enjoy collaborating with di

Experience

Noventiq

Lead Technical Consultant
Nov 2021 – Present

As a 2nd Line Escalation Engineer with expertise in Microsoft Workplace and Google Workplace, INTUNE, Endpoint Deployment/Imaging/Patching, windows Cloud PC, Bitlocker implementation and support, Network/Service monitoring tools, and SQL, responsibilities include: Installation of SCCM clients through client push and manual installation based on requests in a day-to-day environment. Client remediation based on requests. Patch Management using SCCM and related troubleshooting. Implementation of Bitlocker and support for Bitlocker-related issues. Software deployment and related troubleshooting through SCCM. Managing SCCM Server and generating software (S/W) and hardware (H/W) inventory. Creating custom reports through Report Builder based on requirements. Importing Drivers packages as per new drivers available. Updating WIM file using offline servicing. Troubleshooting Windows 10 deployment at the client-side. Monitoring server’s health and errors through Event Viewer and Logs. Knowledge

Hcl Technologies

Specialist
Apr 2020 – Nov 2021

Daily/monthly/yearly reporting, windows workstation patching, Application deployment, OSD implement/ Configuration and support, Software License Management etc. Experience with Microsoft Intune device enrollment, application deployment, compliance, and configuration policies. JAMF Pro server access privileges management Responsible for Application deployment, familiar with the components of polices. Responsible to pull out complex reports using “Advance Inventory search. Package creation with JAMF/Endpoint native tool like composer,SCCM,Intune etc. Understanding over the Policy/Configuration profile scope. Responsible for computer enrolments using JAMF user-initiated enrolment. Have good understanding in Limiting/ excluding policies to the specific computers/Devices.

Aforeserve.com

IT Engineer
Dec 2016 – Apr 2020

The IT Engineer manages IT infrastructure, including support systems, video conferencing, and SCCM implementation. Responsibilities include providing first-line technical support, logging and escalating issues, arranging technician visits, and overseeing IT team and vendor performance. The role involves conducting IT audits, ensuring compliance with SLAs and ITIL standards, and optimizing processes for improved efficiency and customer satisfaction. The IT Engineer focuses

on enhancing system performance, managing IT resources effectively, and implementing continuous improvements

Executive

IHPL

Jul 2015 – Aug 2016

Product Training: Conduct product training sessions for team members and customers to ensure their understanding and proficiency in using the product. Identify Priority Calls and Highlight Potential Problems: Analyze incoming calls or requests to identify priority calls and potential problems that require immediate attention or escalation. Team & Vendor Management: Manage and supervise teams and vendors involved in the implementation process, providing guidance, support, and performance feedback to ensure efficient and effective execution. Organize Relevant Activities: Plan and organize relevant activities such as team meetings, trainings, and workshops to ensure smooth operations and effective communication among team members.

Education

Master OF Business Administration (M.B.A)

Information Technology Management

Suresh Gyan Vihar University

2023 (Correspondence)

Bachelor Of Technology (B.Tech/B.E)

Electronics/Telecommunications

SU, Ahemdabad

2015 (Full time)

Awards

Innovation & Growth (Delivering Excellence)

Apr 2023

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