



AMRUTA DABADE

VMWare AirWatch and Microsoft Intune Administrator

Contact Number +91 9158496829 | Email- amruta.burmadev@gmail.com

LinkedIn: <https://www.linkedin.com/in/amruta-dabade/>

Technical Lead with 6+ years (3.8 in Infosys Ltd and 3 in Wipro Ltd) of experience and 6 months of work experience at client location in Darmstadt, Germany.

Worked extensively in Support/Delivery/Implementation projects of AirWatch, Intune and Lotus Domino technologies.

Primary Skills:

- VMWare AirWatch
- HPSM/Service Now
- Project/Team Management
- Microsoft Intune
- Lotus Domino
- Mobile Device Management (MDM)

Experience and Work Description

Enterprise Mobility Transition Admin – Wipro Ltd (Hyderabad, India) – (Present)

1. Plan and execute knowledge transition for new projects
2. Preparation of SOPs, KPIs, Project Documentation
3. Setup Service Desk and IT teams to support MS Intune and MobiControl Soti
4. Managing Corporate/BYOD iOS and Android device over MS Intune
5. Intune License management
6. User/Device/Application management

MS Intune Administrator - Wipro Ltd (Pune, India) (January 2018 to July 2018)

1. On boarding of users, User licenses, Create, edit or delete Azure Active Directory user/device groups
2. Uploading, configuring LOB and Store Application, managing the assignments to end users and devices
3. MAM Policy creation, edition, deletion, deployment
4. Managing compliance and configuration policies
5. Apple APN cert Management
6. Device management
7. Create, Maintain, Update, Deploy and Delete CA policies

AirWatch Administrator - Wipro Ltd (Pune, India) (Oct 2015 to July 2018)

1. L2/L3 support to 20000+ users for iOS and MAC OS
2. AirWatch Console Management which include maintaining Profiles, User Groups, Organization Groups, Smart Groups, Applications, and Devices etc.
3. Testing of new OS Versions and preparing release documents for end users
4. Managing Apple's Device Enrollment Program and Volume purchase packs for applications
5. Deployment of AirWatch Cloud Connector and maintain it
6. Creation and Monitoring of MAM policies, restriction and enrollment policies

7. Preparing weekly and monthly reports for audits
8. User and Admin role management
9. Point of contact for vendor support from VMWare AirWatch and Apple

AirWatch Administrator -Infosys Ltd (Pune, India) (Nov2013 to Sep2015)

1. Managing AirWatch services and end user support for 60000+ users
2. AirWatch Browser based SSO and S/MIME encryption implementation
3. Server support of AirWatch ACC and Traveler servers.
3. Blackberry device support and BES server maintenance

IBM Domino Admin - Infosys Ltd (Pune, India) (Jun2012 to Sep2015)

1. Lotus domino server management on AIX and Windows, troubleshooting server crash, NSD, SEMDEBUGTXT, Console log analysis
2. Lotus client issues troubleshooting
3. Monitoring and troubleshooting all server tasks, mail routing, database cluster analysis and cluster issues
4. ID Vault Administration,
5. Managing Mail in Databases, calendar databases, Resource Reservation issues, Personal calendar problems, database restores

Certifications:

1. IBM Certified System Administrator- IBM Lotus Sametime 8.5
2. Blackberry Certified System Administrator(v5.0)
3. IBM Certified System Administrator- Lotus Notes and Domino 8.5
4. Diploma in Java Technologies
5. MS.NET Framework 3.5 ASP.NET Application

Additional Skills and Roles served

1. Team Lead – Managing shifts, technical doubts, documentation etc.
2. Queue Manager – SLA Management, Long Running Tickets, Dispatcher etc.
3. SPOC for process and technical Escalations
4. Implementing Microsoft Azure Infrastructure Solutions
5. Active Directory

Additional Important Details:

Qualification : B.Tech in Information Technology with 8.59 CGPA (*No gap/break in educational carrier*)

Passport : K1358835 (Valid till November 2021)

Languages : English, Marathi, Hindi and Tamil

Address : House Number 1-38, Ramulamma Nilayam, Chota Anjaiah Nagar, Gachibowli Village Street Number 2, Hyderabad -500039.