

NAVANEETHAKRISHNAN MALAIYAPPAN

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Objective	Senior Endpoint Management Professional with 13+ years of experience in Microsoft Intune and Microsoft Endpoint Configuration Manager (MECM/SCCM), specializing in enterprise-scale device management, infrastructure modernization, automation, and security compliance. Proven expertise in designing, implementing, and optimizing endpoint solutions, leading technical initiatives, and driving operational efficiency. Adept at stakeholder collaboration, problem resolution, and delivering scalable, secure, and high-availability environments.
Skills	Configuration management: Microsoft Endpoint Configuration Manager (MECM / SCCM – Current Branch) Operating Systems: Microsoft Windows Server 2016 / 2019 / 2022. Mobility: Microsoft Intune Microsoft Intune (MDM, MAM), Microsoft 365 / Exchange Online Administration. Directory services: Active Directory (Windows Server 2016 / 2019 / 2022), Azure AD / Entra ID. Database Tools: Microsoft SQL Server 2019 / 2022. Reporting & Visualization: Power BI / SSRS Ticketing Tool: BMC Remedy, Service Now, Jira. Scripting Tools: Power shell / MSSQL. Certifications: Microsoft Certified: Endpoint Administrator Associate (MD-102) Microsoft Certified Solutions Associate (MCSA)
Work Experience	HCL Tech, Bangalore – Client (Porsche AG) Aug 2023 to till date Microsoft Endpoint Configuration Manager (SCCM Manager) <ul style="list-style-type: none">▪ Act as the Technical Lead for the Endpoint Management team and serve as the primary escalation point for complex MECM/SCCM and Intune issues.▪ Ensure all SCCM services, site components, and infrastructure roles are running optimally and meeting operational SLAs.▪ Lead maintenance and upgrade activities for SCCM and SQL infrastructure, including planning, execution, risk assessment, and stakeholder coordination.▪ Troubleshoot server-side SCCM issues, perform Root Cause Analysis (RCA), and guide team members during high-severity or complex incidents.▪ Design and implement PowerShell automations to improve operational efficiency, reduce manual effort, and enhance large-scale endpoint management tasks.

- Develop and maintain custom Power BI dashboards and reports to provide visibility into compliance, deployments, and infrastructure health.
 - Manage server patching cycles, investigate unknown or non-compliant servers, and ensure overall service stability and security compliance.
 - Analyze and resolve issues related to Co-Management, Hybrid Azure AD Join, Intune Enrollment, and Cloud Management Gateway, collaborating closely with Architecture, Identity, and Security teams.
 - Create and update implementation guides, operational runbooks, and knowledge base articles, ensuring documentation standards and governance across the team.
 - Present service improvements, automation outcomes, and compliance metrics in management reviews and stakeholder meetings.
 - Oversee SCCM infrastructure health checks, including Distribution Points, Management Points, Boundary Groups, and Client Communication.
- Provide L3/L4 support for application deployment failures, patch compliance issues, and OS deployment challenges.

**Cognizant
Bangalore**

IT Infrastructure Specialist – Client (Fortive) – From April 2022 to August 2023

Microsoft Intune

- Designed, deployed, and maintained Microsoft Intune and SCCM/MECM infrastructure supporting enterprise endpoints across Windows, Android, and iOS platforms.
- Implemented Windows Autopilot pre-provisioning, Enrollment Status Page (ESP), and region-specific deployment profiles for AMER, APAC, and EMEA users.
- Configured and managed Intune configuration profiles, compliance policies, device restrictions, and security baselines to enforce corporate security standards.
- Deployed applications, updates, and patches through Intune and SCCM to ensure endpoint security and software compliance.
- Implemented Conditional Access policies, trusted location rules, and compliance exceptions in coordination with security and identity teams.
- Managed Android and iOS device enrollment, application protection policies, and MDM/MAM configurations.
- Performed infrastructure upgrades, version updates, and migration activities for Intune and SCCM environments.
- Monitored platform health, deployment status, and compliance metrics to maintain optimal performance and service availability.
- Generated bi-monthly compliance and device health reports, coordinating with Service Desk teams for remediation and closure.
- Deployed and maintained PowerShell automation scripts and worked with Microsoft Graph API for advanced device and reporting operations.
- Executed remote wipe, retire, and selective wipe actions for exited employees or lost/stolen devices.

- Created and managed application categorization and assignment groups based on business tower, department, or geographic region.
 - Troubleshoot and resolved device enrollment, policy conflicts, application deployment failures, and co-management issues.
 - Collaborated with Security, Identity, Networking, and Desktop Support teams to resolve cross-functional endpoint issues.
 - Developed and maintained technical documentation, SOPs, and knowledge base articles for operational consistency.
- Provided end-user and internal team training on Intune features, device enrollment processes, and best practices.

Key Achievements:

- Successfully migrated all MECM servers from Windows Server 2016 to the latest Windows Server version with zero downtime, using an Active–Passive migration strategy.
 - Enabled Enhanced HTTP (EHTTP) across all environments and completed a full transition to HTTPS communication, significantly improving security compliance.
 - Successfully migrated Intune and SCCM infrastructure from on-premises to a cloud-based environment, resulting in improved performance, scalability, and manageability.
 - Developed 100+ PowerShell automation scripts to streamline day-to-day operations, reducing manual effort and improving operational efficiency.
 - Designed and implemented a software packaging automation tool using Generative AI, enabling the Software LCM team to package applications faster with reduced manual intervention.
 - Built a custom SCCM Client remediation and deployment application to target bulk machines, automatically uninstall old agents, reinstall with required parameters, and resolve WMI-related issues.
 - Resolved multiple critical Intune and SCCM infrastructure and endpoint issues, minimizing downtime and improving overall productivity.
- Conducted training and knowledge-sharing sessions for internal teams and end users on Intune and SCCM features, increasing adoption, efficiency, and user satisfaction.

Infosys Bangalore	Sr, Consultant, IT Infrastructure management – from October 2018 to April 2022
Capgemini Bangalore	Sr, Analyst/SCCM Admin –from October 2015 to September 2018.
InKnowTech Pvt Ltd Bangalore	Wintel admin (SAP Labs Pvt Ltd Client) from May 2014 to September 2015.
PCS Technologies	Desktop support Engineer (Cognizant Technologies client) from June 2013 to May 2014
Education	<ul style="list-style-type: none"> ▪ BE Computer Science and Engineering in Nanda College of Technology, Anna University TN. ▪ Diploma in Computer Science in Thiru Ramakrishna Nallammai Polytechnic College Dharapuram.
Communication	Fluency in English, Tamil and Kannada
Leadership	Lead and managed team for SCCM/MDM Projects in current designation.
Personal Details	<p>Date of Birth: 10-06-1989</p> <p>Address for Communication: B1-601, Aryan Karstan Palm Groves Chandapura Anekal Road BENGALURU, KARNATAKA 562106</p>