

Curriculum Vitae

Akash S. Nagapure

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Professional Summary:

Microsoft Certified EUC & Intune Specialist with 10+ years of progressive experience in Microsoft Intune, SCCM/MECM, Azure AD, and VMware. Proven expertise in modern endpoint management, zero-touch provisioning (Autopilot), Windows Autopatch, GPO migration, compliance enforcement, and automation through PowerShell. Adept at building secure, scalable device management environments for enterprise infrastructure. Skilled in managing global deployments and driving continuous endpoint improvement initiatives.

Core Competencies

- **Microsoft Intune** – Device Enrollment, Compliance & Configuration Policies, App Deployment, Update Rings, Windows Autopilot & Autopatch – Setup, Connected Cache.
- **SCCM/MECM** –Task Sequence Management, OSD, Driver Import, Patch Deployment, DP Configuration, Maintenance
- Co-Management (SCCM + Intune), Azure AD, Conditional Access, Defender for Endpoint.
- **Group Policy Migration** – On-Prem GPO to Intune via Configuration Profiles
- PowerShell Automation, SQL Reporting, Endpoint Analytics
- Azure virtual desktop (AVD) , Windows 365, Citrix, FSLogix.
- Workspace ONE, VMware Horizon, AppVolumes
- GPO: Group policy management. And migration to Intune.
- BitLocker, Disk Encryption, LAPS,
- ITIL Process Adherence, Compliance Monitoring, SLA Reporting

Work Experience:

1. **Organization: Hexaware Technologies**
Designation: Specialist – Technical Specialist : 14/02/2026 to Till Date
Client: Hiscox (EU)

Profile Summary:

- Led enterprise-wide migration of user home drives (H: Drive) to Microsoft OneDrive, enabling secure, cloud-based file access and collaboration.
- Designed and implemented enterprise-grade endpoint management solutions using Microsoft Intune, enabling modern device lifecycle management across distributed environments.
- Architected and deployed Modern Workplace solutions leveraging Intune, Autopilot, and Azure AD, improving device provisioning time and user onboarding experience.
- Led design and integration of virtual desktop infrastructure (VDI) using Azure Virtual Desktop, Windows 365, and Citrix to deliver secure remote access solutions.
- Implemented profile management and optimization using FSLogix, enhancing login performance and user experience in VDI environments.
- Built and maintained gold images using Microsoft Deployment Toolkit, ensuring standardized, secure, and scalable image deployment across environments.
- Integrated VMware and Citrix platforms with endpoint management solutions to support hybrid infrastructure and application delivery models.
- Defined and enforced device compliance policies, security baselines, and conditional access, aligning with enterprise security standards and regulatory requirements.
- Managed and optimized endpoint security and configuration policies using Intune, Group Policy (GPO), and endpoint protection tools.
- Configured and administered OneDrive and SharePoint for secure file collaboration, data protection, and seamless user experience across devices.

2. **Organization: Medline Industries India Pvt. Ltd, Pune**
Designation: Specialist – EUC : 01/04/2024 to 13/02/2026
Designation: Senior Administrator – EUC : 01/01/2022 to 31/03/2024
Designation: EUC Administrator : 31/01/2020 to 31/12/2021.
3. **Organization: Rectitude HR Solutions and Management Services Pvt. Ltd**
Designation: Specialist – EUC Administrator : 23/09/2019 to 30/01/2020
Client: Medline Industries India Pvt. Ltd, Pune (C2R)

Profile Summary:

- Led device lifecycle management for 5000+ endpoints using Intune and SCCM.
- Managed Windows Autopatch setup including ring deployment and Connected Cache configuration.
- Created and deployed compliance and configuration profiles, ensuring regulatory alignment.
- Migrated 200+ on-prem GPOs to Intune using custom MDM configuration profiles.
- Managed SCCM OSD deployments: image creation, driver import automation, PXE troubleshooting.
- Built and maintained Task Sequences for multiple hardware models with dynamic logic.
- Developed SQL & PowerShell scripts for device health, patch compliance, and SLA dashboards.
- Executed monthly patching lifecycle – test, pilot, and production rings.
- Managed Azure Virtual Desktop environment including host pools, session hosts, application groups, and workspaces
- Deployed and maintained AVD session hosts using Azure Marketplace images and custom images
- Integrated AVD with Microsoft Entra ID and Azure AD Domain Services / Active Directory
- Implemented Intune-based device management and policy enforcement for AVD session hosts
- Managed Windows Updates and feature updates for AVD using Intune and Windows Update rings
- Applied security baselines, conditional access, and RBAC for AVD resources

4. **Organization: Capgemini Technology Services India Limited**
Client : IBM Merge Healthcare
Designation : Process Associate
Duration : 19/11/2018 to 23/09/2019.

Profile Summary:

- Supported global clients on DICOM/HL7 and healthcare platforms.
- Delivered L2 support for Windows OS, applications, and network issues.
- Worked on Salesforce CRM for ticketing and issue tracking.
- Managed SQL database queries and executed health checks on production servers.
- Documented resolutions and maintained SLA adherence across escalation workflows. Providing chat support to clinical applications users.

5. **Organization: VDA Info Solutions Private Limited, Pune.**
Client Location: Cognizant Technology Solutions (I) Pvt.Ltd, (Pune).
Designation : Customer Support Engineer
Duration : 01/02/2016 to 14/11/2018.

Profile Summary:

- Delivered IT infrastructure support for 24K+ users in an ODC environment.
- Managed desktop/laptop refresh for 6000+ endpoints.
- Monitored SCCM, BIOS, Boot compliance, and device patch levels.
- Conducted SLA tracking, incident analysis, and root cause investigation.
- Developed internal SOPs and trained new FMS engineers for service desk tasks.
- Monitoring Ageing tickets which are pending from long and getting it closed on priority to avoid escalations.
- Asset management (Desktop\Laptop\Handheld devices\Voice devices)
- Troubleshooting of basic network related issues, dedicated project support.

CERTIFICATION:

- **Microsoft Certified:** Azure Fundamentals: **AZ 900**
- **Microsoft Certified:** Azure Administrator Associate certification: **AZ 104**
- **ITIL 4 Foundation** Certificate no. **GR671001549AN**.

ACADEMIC PROFILE:

- **BE in Computer science & Engg.** From IBSS COE. S.G.B.A.U. Amravati with **63.06% in the year of 2014**.
- **HSC** from Brijlal Biyani Science college, Amravati with **56.33%%**, in the year of **2010**,
- **SSC** from shri Ram Krishan Krida Vidhyalai, Amravati with **67.83%**, in year of **2008**.

HOBBIES:

- Coin collection.
- Surfing the Internet. Reading books.

PERSONAL DETAILS:

- Name : Mr. Akash Subhashrao Nagapure.
- Date of Birth : 22 October 1992.
- Temporary Address : Olark Residency, Moshi pradhikaran, Sector 9, Pune 412105

DECLARATION:

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Place: AMRAVATI

Akash S. Nagapure