Vedant Dalvi
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Experience

- **Wipro Technologies** — Pune, India
  Application Packaging Engineer — *August 2024 - Present*
  - **Application Packaging**: Managed end-to-end software packaging life cycle (MSI, EXE) for enterprise clients using AdminStudio, InstallShield.
  - **Automation**: Developed complex wrapper scripts using PowerShell App Deployment Toolkit (PSAppDeployToolkit) to automate installation logic and user notifications.
  - **Deployment**: Configured and managed software deployments via Intune, including UAT testing, pilot phases, and troubleshooting deployment failures.
  - **Virtualization & Web**: Experienced in packaging and troubleshooting web applications, web configurations, and driver-related components.
  - **Incident Management**: Utilized ServiceNow to handle packaging requests and incidents, ensuring high quality and adherence to project timelines.
- **Wipro Technologies (Continued)** — Pune, India
  RDS SME / IT Support Analyst (Service Desk) — *August 2023 – August 2024*
  - **Identity and Access Management**: Created user accounts, managed group memberships, and assigned application packages globally by provisioning users into targeted Azure Active Directory (Azure AD) security groups
  - **Infrastructure Administration**: Administered and managed enterprise messaging environments, programmatically creating, modifying, and troubleshooting Distribution Lists (DL) and Shared Mailboxes via Exchange Online
  - **Endpoint Troubleshooting**: Provided comprehensive global IT support, isolation, and resolution for complex operating system, hardware, and network configuration failures on end-user devices under strict SLA guidelines
  - **Process Optimization**: Developed browser-based automation scripts for ServiceNow using Tampermonkey to handle real-time ticket auto-refreshing and priority alerts, significantly dropping manual monitoring constraints

ENTERPRISE INFRASTRUCTURE AUTOMATION

- **ServiceNow and Exchange Automation Pipeline** — Automation
  PowerShell, ServiceNow API, Exchange Online
  - **Automated Request Fetching**: Created a centralized PowerShell script that automatically scans ServiceNow for new user requests regarding Distribution Lists (DL) and Shared Mailboxes.
  - **Backend Processing**: Programmed the script to read the ticket details, securely log into Exchange Online, and automatically create or modify accounts, group memberships, and user permissions.
  - **Automatic Ticket Closure**: Set up the script to automatically post technical updates and comments back to the ServiceNow ticket, closing it out instantly upon completion to eliminate manual effort.

Education

- **Fergusson College** — Pune, India
  Bachelor of Science in Animation; CGPA: 9.24 — *Aug. 2020 – June 2023*
- **D.Y Patil, School of Engineering** — Pune, India
  Diploma in Computer Engineering; Percentage: 75 — *Aug. 2016 – June 2019*

Skills

- **Tools**: AdminStudio, InstallShield, Intune, PSAppDeploy Toolkit, ServiceNow, Azure, Exchange
- **Languages**: PowerShell, Python, Javascript, Dart, Java, GDScript
- **Frameworks/Tech**: Flutter, Three.js, React, Node.js, MongoDB, Godot, Blender

Languages known

- English (Professional), Hindi (Native), Marathi (Native), Japanese (JLPT N4 Certified)