

JESSICA CLAIRE

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SUMMARY

Highly skilled IT professional with a background in systems administration, maintenance and end-user training. Accomplished in designing solutions to achieve software compatibility and streamline system upgrades and installations. Talented in administering and maintaining complex avionics systems, including Microsoft operating systems, servers and specialized logistics software. Seeking to leverage comprehensive IT experience to take the next career step in systems administration with a respected organization that values hard work, strategic thinking and results.

13 Years of IT experience as a System Administrator, Citrix System Admin, Windows System Administration and Technical Support and 6.4 years of experience in Onsite (USA).

SKILLS

- Database Administration
- Citrix Administration
- Windows and VMware Admin
- End User Support
- Customer Service
- Supervision & Team Building
- Training & Development

EXPERIENCE

AWS Database Engineer, 05/2022 - Current

Bitgo – Palo Alto, CA

- Provisioning RDS instance with Security Group, parameter group and private group.
- Administration and Supporting Database (Aurora, PostgreSQL, MySQL, MariaDB, Oracle and Microsoft SQL Server)
- Performing month RDS patching as per schedule.
- Restoring database backup in SQL Database Engine and Analysis services.
- Taking db backup from AWS S3 bucket and performing restoration.
- Installing and configuration of SQL in the server.
- Creating Availability group (AlwaysON) and Availability listeners.
- Setting up the DAG from different accounts.
- Worked with software vendors to analyze and resolve software installation and ongoing support issues.
- Created and monitored performance metrics to keep databases functioning at optimal capacity.
- Provided support for complex issues related to software tools, applications and databases.

Assistant Consultant, 06/2014 - 05/2022

Branch Metrics – Austin, TX

- Managing & Support Xen desktop 5.6, Xen desktop 7.6 and Provisioning services 6.0
- Supporting migration level issue on Xen desktop 5.6 to Xen desktop 7.6 migration.
- Performing health check Xen desktop 7.6 using Desktop director and Power shell commands.
- Troubleshooting user based and machine-based issues on Xen desktop 7.6 environment.
- Generating performance reports of applications and servers using Desktop director.
- Providing access on machines to new users.
- Managing and support provisioning services 6.0 for Xen desktop environments.
- Performing V-disk assignment for PVS environments for software/patches upgrade.
- Create Virtual desktops & configured users on project requirement.
- Performing server-based health checks on Provisioning servers.
- Handling Software Rollout for entire Xen desktop environment.
- Working on Incidents and Changes Request.

Supporting EUC desktop for Laptop/Desktop assignment and troubleshooting user login issue.

System Administrator, 01/2013 - 05/2014

IBM – City, STATE

- Installation & configuration of Xenapp 6.0 & 6.5, License server, Web interface, Edgesight, Data Store.
- Troubleshoot Xenapp servers, User session & application issues.
- Installation, Monitoring & Troubleshooting of Edgesight server 5.4 for Xenapp 6.5.
- Installing Citrix Xenapp Hot fixes, security updates & windows 2008 R2 server updates.
- Responsible for Incidents & Implementing change requests.
- Installation & configuration of Xen desktop 5.6, Desktop delivery controllers.
- Creating Xen desktop sites & publishing Xen desktops to users.
- Creating different types of catalogs & Assign groups
- Monitoring & Troubleshooting issues through Citrix Studio & Desktop Director.
- Responsible for Server Hardware and Temperature related issue in Data Centre.
- Monthly patching of the servers according to schedule.
- Responsible for the Service activation and decommission for new/old servers.
- Responsible for Creating User account and groups.

Support Engineer, 12/2010 - 12/2012

Wipro Technologies – City, STATE

- Installing and publishing applications in Citrix Servers
- Creation of new Virtual Machines (Windows Server 2008, 2003, Win7 and XP) and publishing through Citrix.
- Maintaining 800 XP VDI's in VM ESX and published through Citrix
- Installing and configuring Citrix Secure Gateway and Web Interface
- Monthly and quarterly performing the audit based on applications
- Performing the weekly reboot all servers across all the four forms
- Performing the VDI daily reboot through script on daily basis
- Executing Ica listener status script on daily basis to avoid the connection failure
- Working on Tickets (Incident/Service Request/Problem) on priority basis

EDUCATION AND TRAINING

Master of Computer Applications: Computer Science, 07/2010

Priyadarshini Engineering College - Vaniyambadi, Tirupattur, Tamil Nadu, India

Bachelor of Science: Mathematics, 06/2007

Islamiah College - Vaniyambadi, Tamil Nadu, India