**Amarendar. V**

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**CAREER OBJECTIVE:**

* Having overall 5+ years of experience in IT and extensive hands-on experience in Virtualization technologies like Citrix, VMware, Windows Technologies and having good knowledge in Microsoft Azure Cloud.

**TECHNICAL EXPERTISE:**

* Citrix environment Management Tasks on XenApp5, 6.5 & XenDesktop7.15 and 7.1912 Server and troubleshooting.
* Installation, Configuration, and administration of PVS / MCS images along with its components Studio, Storefront, Director, License Server, and Terminal Server
* Good exposure on Client OS Win7, Win10and Server desktop systems of 2003,2008R2, 2012, 2016
* Good exposure on VMware Vcenter, ESXi 6.0, 6.5
* Experience on Provisioning services 7.6/7.15/1912 LTSR
* Experience on Citrix Mescalero 11.1/12.1/13.1
* Good experience on Citrix Cloud.
* Good experience on Microsoft Azure Cloud
* Good experience on Incident, Problem, Change Management in Service now & BMC remedy.
* Good Expertise on XenDesktop 7.X and XenApp 6.5, VMware ESXi 6.x Server.
* Migration of Complete Citrix Infrastructure to 7.15.
* Exposure on Web interface, license server configuration for XenApp.
* Exposure on Citrix server deployment and application publishing.
* Good working experience on Data collector and Data store.
* Expertise at maintaining and troubleshooting of VMware infrastructure.
* An accomplished professional and an analytical self- starter with array of technical skills.
* Execute daily support functions and processes along with predetermined tasks and activities.
* Plan and execute regular DR tests as required by the business, perform regular maintenance, upgrades to the infrastructure to ensure a stable operational environment.
* Support provided as part of a continuous global operations model. Hours of coverage will vary in order to provide 24x7coverage across all regions. Sometimes on call coverage also provided on a roster basis.
* Having good documentation and ITIL skills.

**EDUCATIONAL QULIFICATION:**

* **BSC from Satavahana University, India.**

**TECHNICAL SKILLS:**

**CitrixTechnologies**: XenApp 6.5 & XenDesktop7.15 and **7**.**1912XenDesktop7**.6, **MCS**, **ProvisioningServer** 7.6, 7.15, 1912 **XenDesktop** 7.15 LTSR and 7.1912 LTSR

**ServerOS**: Windows 2008R2, 2012, 2016, 2019.

**Virtualization**: VMware ESXi 6.5, vSphere Vcenter 7.x

**Cloud**: Azure cloud, Citrix Cloud.

**ClientOperatingSystem**: Windows 7, Windows 10.

**TicketingTool**: ServiceNow, Service Desk.

**EMPLOYMENT SCAN:**

* Working with **ITC Infotech** as **Sr. Software Engineer** from **Dec’2018** to **till date.**

**PROFESSIONAL SUMMARY:**

**Company :ITC Infotech**

**Duration :Dec 2018 to till date**

**Project : AVON**

**Role : Sr. Citrix Engineer**

**Job Roles as Citrix Administrator:**

* Providing L2 Admin support in Citrix. Global remote location support to customers across the Global (AMER, EMEA and APAC) during Business hours.
* Configuring and managing Citrix XenApp 6.0/6.5/7.6,7.15 and 7.1912 environments, on demand applications delivery solutions, Web interface/Storefront configuration.
* Providing assistance to level1 technical teams with complex issues.
* Supporting 10000+ users in current environment.
* Policies and policies for the Power management for better performance of the Citrix applications and desktops.
* Installing and configuring DDC server.
* Performing orphan disk clean up monthly.
* Managing Citrix XenApp 6.5 Farm using Citrix Appcenter Console (Publishing and managing the applications, printer driver mapping, shadowing users, checking the sessions, and managing server loads)
* Resolving the profile corruption, connectivity, slowness performance issues
* Creating the computer policies, user
* Hands on experience on implementation experience in VDI and Citrix XenDesktop.
* Served as Level2 escalation, providing assistance to level1 technical teams with complex issues
* Working on critical incidents, maintaining technical solution documents like RCA, and preparing run books for standard issues.
* Installing Windows updates and application updates monthly as part of monthly patching activity.
* Review vendor knowledge base articles and newly released updates
* Provided support for performance issue, login issues and connectivity issues on Citrix.
* Worked on Service now ticketing tools as per ITIL process
* Creating VDI as per client requirement.
* Publishing the applications and desktops on XenDesktop 7.6, XenApp and XenDesktop7.15
* Resolving the profile corruption, connectivity, slowness performance issues
* Configured Storefront, stores and published applications as per the user requirement
* Performing infra server’s health checks daily.
* Creating and Managing Device Collections in PVS.
* Installing and Configuring Storefront, Creating and configuring websites and Server sites.
* Installing and Configuring PVS server along with its components
* Creating and managing the Vdisks and updating the golden image as per the requirement, creating desktops from the Vdisks, management of DDC.
* Creating Master Images for pooled and dedicated catalogs.
* Creating and updating v Disks based on Service desk request.
* Reclaiming user VDI is as per the requirement.
* Working on VDI related issues, (Unregistered, Power state Unknown, VDI launch etc.) daily.
* Experience on Director.
* Attending Weekly calls with Customer.

**Job Roles as Windows and VMware Admin:**

**Project:**

**Company : ITC Infotech**

**Role : Citrix Admin**

**Location : Bangalore**

**Duration :Dec’2018 to Till Date**

**Roles & Responsibilities:**

* Citrix environment Management Tasks on XenApp5, 6.5 & XenDesktop7.15 and 7.1912 Server and troubleshooting.
* Installation, Configuration, and administration of PVS / MCS images along with its components Studio, Storefront, Director, License Server, and Terminal Server
* Good exposure on Client OS Win7, Win10and Server desktop systems of 2003,2008R2, 2012, 2016
* Good knowledge on Azure cloud and Citrix cloud.
* Good experience on Incident, Problem, Change Management in Service now & BMC remedy.
* Good Expertise on XenDesktop 7.X and XenApp 6.5, VMware ESXi 6.x Server.
* Migration of Complete Citrix Infrastructure to 7.15.
* Exposure on Web interface, license server configuration for XenApp.
* Exposure on Citrix server deployment and application publishing.
* Good working experience on Data collector and Data store.
* Installing and Maintaining Vcenter Servers.
* Experience on Provisioning services 7.6/7.15/1912 LTSR
* Experience on Citrix NetScaler 11.1/12.1/13.1
* Good experience on Citrix Cloud.
* Good experience on Microsoft Azure Cloud
* Troubleshooting issues related to Virtual Machine VMotion, snapshots, clone and converter.
* Creating daily report on resource usage and resource availability
* Level 2 systems, servers support in production environment and co-ordinate with the General help desk support and the Application Development teams.
* Working for ADS (Active directory), DHCP, and DNS. &Responsible for Windows Domain related issues.
* Configuring Printers, scanners troubleshooting
* Managing and maintaining of Sharing and Securing Files, Users and Resources
* Operating System upgrades & applying Service Packs.

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