

# Andrew Viray

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Sherman Oaks, California | (213) 316-8803 | Andrew.Viray@usa.com

**Systems Engineer** with experience planning, configuring and managing physical and virtual server infrastructures across Citrix, VMware and Windows platforms. Strong hardware and software background when fixing problems. Excellent customer service skills used to solve technical issues.

## Experience

### Helpdesk Administrator L3 | National Veterinary Associates (NVA) | June 2018 To November 2019

#### Responsibilities

Advised and assisted team members from the following departments. (Helpdesk L1, L2 and L3, Application owners, etc.).

Create, modify, export and delete Active Directory 2008, 2008 R2, 2012, 2016 R2 (User Accounts, Computers, etc.) and Exchange 2010 (Mailboxes, public folders, etc.).

Entered all support information into Service Now ticketing system from daily phone calls, chat messages, email requests and resolved 99.9 % of the problems.

Maintained all devices on the network, including servers, network equipment (Ubiquiti, HP switches, routers, etc.), copiers, printers, scanners, input devices, audio and video systems, phone systems, security system, wireless system and other technical equipment.

Managed security solutions for all endpoint devices on the network, Web Root Anti-virus, cloud based email security and archiving, Mobile Device Management, end user accounts, permissions, access rights and content filtering, remote access (Satellite Offices, Vendors, etc.).

Provide technical support including answering telephones, communicating with clients, diagnosing hardware and software malfunctions, troubleshooting problems, replacing hardware and installing new software on clients' machines.

Support all third party Veterinary hospital applications, (AVImark, IDEXX, DragonFly, Paw Plans) and hardware, X-Ray Capture Stations, Credit Card Terminals, Topaz Signature Pads, etc.

## Experience

### Systems Engineer | Sunkist Growers Inc. | Sept 2008 To Oct 2017

Daily Support for our Customers, Vendors and Corporate Users from a combination of Tier I – Helpdesk, Tier II – Networking and Tier III – Systems Administration

#### Responsibilities

Advised and assisted team members from the following departments. (Helpdesk, Network, Application owners, etc.).

Create, modify, export and delete Active Directory 2012 R2 (User Accounts, Computers, etc.) and Exchange 2013 (Mailboxes, public folders, etc.).

Entered all support information into a cloud based ticketing system from daily phone calls, chat messages, email requests and resolved 99.9 % of the problems.

Maintained all devices on the network, including servers, network equipment (NAS, SAN, switches, routers, etc.), copiers, printers, scanners, input devices, audio and video systems, phone systems, security system, wireless system and other technical equipment.

Managed security solutions for all devices on the network, Anti-virus, cloud based email security and archiving, Mobile Device Management, end user accounts, permissions, access rights and content filtering, remote access (Satellite Offices, Vendors, etc.).

Monitored daily Event logs, Syslogs and email alerts for all devices on the network (Corporate and Datacenter), scheduled backups and replications (VMware ESXi servers, SQL databases, etc.)

## **Projects**

Installed and configured Windows 2012 R2 Server with Lync 2010 and migrated over 100 users from Office Communicator Server 2007 R2. Then deployed Lync 2010 Client, one department a day.

Built and designed 12 Citrix XenApp 6.5 and 10 Citrix XenApp 7.6, 7.9 on virtual Windows 2012 R2 Servers powered by 5 Physical HP Proliant DL servers with VMWare vSphere HyperVisor 5.5, 6.0.

## **Education & Certifications**

MCP, MCSE Boot Camp Mount Sierra College — Pasadena, CA, MCTS, MCITP