**Carthell McCoo**  **Contact: 480 939-9243**

**Email: cmccoo@hotmail.com**

**Profile**

VMware Systems Administrator with over 10+ years of experience. Recent roles include CITI Group, Maricopa County and Lockheed Martin working with VMware Horizon. Areas of expertise include but not limited to VMware vSphere ESXi 5.5/6.0/6.5, VMware vCenter 5.0/5.1/5.5/6.0/6.56.7, vSAN, Windows Server 2000/2003/2008/2012/2016, Hyper-V, Windows XP/7/10, Active Directory. Installed, configured and deployed VMware Horizon View 7 Virtual Desktop Infrastructure in a Cloud Pod Architecture.

**Technical Skills**

* VMware: vSphere, vCenter, vSAN, vMotion, ESXi, Horizon View
* Workstations: Windows NT, XP, Windows 7, Windows 10, Linux, Mac OSX]qq
* Servers: Windows 2003, 2008, 2012, 2016, VMware ESXi 6
* Active Directory: GPO, Groups, Users and Computers Management, Hyper v
* Applications: Microsoft Office, Outlook, Microsoft SQL Server, WebEx, MS Exchange, IIS, , Remedy, Adobe CS, Symantec Ghost, Kronos Workforce Timekeeping, Yardi, Citrix
* Hardware: Desktop PC, Laptops Android, Blackberry, IPhone, Cisco switches and routers, wireless routers, network printer

**Experience**

**Leave Of Absence July 2019 – April 2020**

**Full-time caregiver during family member's illness**

**CITI Group Irving, TX March 2018 – June 2019**

**Virtual Desktop Engineer**

Provide level 3 support of infrastructure that provides access to virtual desktop platforms and applications for more than 140k users in locations across the world.

* Deployed and configuration of VMware Connection, Composer Servers in Cloud Pod architecture.
* VDI Pool Engineering / Design decisions (Full Clone / Linked Clone).
* Performed VM builds and deployments, Golden image design and deployments.
* Maintained Wyse, HP, and Dell Thin Client Edge Devices and Thin Print and administered Citrix Receiver.
* Provided Level 3 Technical Support to users and other IT Departments
* Horizon 7.6, Thin App, Ivanti AppSense, SCCM, Citrix, vCenter 6.7

**Maricopa County Phoenix, AZ January 2016 – February 2018**

**VMware VDI Systems Administrator**

As member of the Datacenter team, was tasked with installing, configuring and rollout of Maricopa county’s VDI environment.

* Golden Image design, deployment, management and monthly updates.
* Deployment of VMware Connection Servers, VMware Unified Access Gateway, vRealize Operations Manager, vCenter Servers, vSAN
* VMware Horizon 7 Engineering /Administrator, Virtual desktops, Linked Clones, with User Environment Manager, and App Volumes for user profile persistence Windows 7 Enterprise / Windows 10 Enterprise
* Wyse Device Management Console enterprise deployments and support
* Health performance monitoring and optimization of virtual infrastructure using vRealize, SolarWinds, Dell OpenManage Essentials, HP OneView, 3Par StoreServ
* Support of Microsoft Infrastructure Services consisting of Windows Server 2012, Active Directory, MS SQL Server, Certificate Services, Microsoft DNS, IIS, Group Policies, Office 365, DFS, and Windows Server Update Services.

**Lockheed Martin Richland, WA April 2013 – January 2016**

**Computer Systems Administrator**

* VMware vCenter Administration, Supported multiple vCenters and datacenters for production Servers and VDI environment. Templates built and updates, Host patches, VM Server builds. vSwitch Configuration.
* Horizon View Administrator, Install, configure and manage a View 6 environment, Pool setup, Linked Clones, VDI session management, Monthly Recompose with approved patches and software of all pools.
* Teradici Management Console Manage all aspects of Thin Clients in a multiple MC configuration.
* Reconfigure the Memory, Drives, Network and CPU allocated to a virtual machine.
* Imaged desktop and Laptop computers via PXE, deploying hardware to existing and onboarding employees

**Seattle Housing Authority Seattle, WA January 2010 – January 2012**

**Applications Specialist / IT Support**

* Supporting multiple enterprise level housing application with SQL backend
* Windows 2008 Server Active Directory Administration
* Proactively researching service packs (bug fix), keeping application up-to-date
* SQL 2008 Database management, backups, restore, and lite SQL coding
* Help lead Kronos Timekeeping system implementation
* Installed Operating System and Software on new Desktop computers
* Project lead for Microsoft Office upgrades including compatibility testing and working
* with super users insuring the smoothest possible transition for company employees
* Published application in Citrix environment, providing centralized management of certain apps, also for creative work around solutions

**The Bank of New York Mellon Tacoma, WA September 2008 – February 2009**

**Help Desk Specialist II / Application Support**

* Provide in-depth day-today support and lead problem solving and implementation efforts for specific technology products and applications
* Daily server maintenance and monitoring via VMware
* Windows Active Directory user account security administration
* Remote customer support via WebEx
* Created new and update existing knowledgebase articles on MS SharePoint sites
* Applied knowledge of standard products and services to assist and resolve information system problems of callers and other help desk specialists
* Ensured management escalation of high priority issues, prioritize problem resolution efforts and coordinate administrative work between shifts
* Led and trained less experienced Help Desk Specialists on assorted technical and customer-service issues and participated in analyzing client-identified issues related to procedures and standards

**Talisma Corporation Bellevue, WA September 2006 – May 2008**

**Application Support Engineer II (CRM)**

* Customer Relationship Management (CRM) software support
* Provided front-end application and back-end database support
* Provided SQL Server database support, replication, basic DTS, database backup and restore
* Reproduced customer issue in test lab environment, verifying if issue is on customer side or software issue
* Developed workaround solutions until hot fix or custom fix could be applied
* Collected required troubleshooting data (SQL Profiler trace, App traces, Event Viewer logs) for escalation to development
* Utilized remote access (WebEx) sessions to customer system for troubleshooting
* Active directory user account management
* Worked closely with hosting team to identify and resolve hosted customer application issue
* IIS support

**Microsoft Corporation Redmond, WA August 2005 – February 2006**

**Support Analyst (Contract)**

* Assisted in supporting Microsoft.com web and business tools in a production environment
* Initial point of contact for troubleshooting and issues resolution for all Microsoft.com internal tools
* Maintained and monitored Microsoft.com production, beta, IIS and SQL Server environments to meet SLA requirements
* Utilized Terminal services extensively to troubleshoot issues, restart services, examine log files, create FTP accounts and other admin responsibilities
* Technologies used included MOM, Cluster Sentinel, IMQ, MSE and others
* Performed customer error reproduction to pinpoint problem area

**Education**

Renton Technical College – Washington - 1997 – 1999

AAS Degree in Computer Science

**Continuing Education Coursework**