

## Citrix Administrator

Sandhya Gundubogula

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### Professional Summary:

- Having 4.4 years of professional experience in IT Infrastructure, Citrix Administration, Windows365 Cloud PC, VMware Administrator and Windows Administration.
- Having Experience in Virtualization Products like Citrix XenApp & Xendesktop (7.15/1912/2203 LTSR), Citrix DAAS, Citrix PVS 7.15/1912 LTSR and VMware ESX / ESXi (6.5, 7.x/8.x), Windows365 Cloud PC & Amazon Workspaces.
- Experience in Windows365 Cloud PC and troubleshooting user issues.
- Experience in manage windows365 Cloud PC architecture, Frontline and Enterprise machines as well. Hands on experience with Intune management.
- Publishing Amazon Workspace cloud Pc to users both Auto-stop & Always-ON & BYOL.
- Experience in Provisioning services (PVS) for Citrix Vdisk creation new images for UAT, DEV and PROD environments.
- Experience in Provisioning VDA's using MCS master image, updating MCS catalogue, Azure MCS catalogue.
- knowledge on Citrix NetScaler ADC.
- Experience in Installation, administration and troubleshooting of Microsoft Windows 2008 and 2012 R2 & 2016 & 2019 Servers.
- knowledge on Farms, Zones, Server load, Load Balancing and Load evaluators.
- L2 support for Citrix/AVD/Windows365 in 24/7 global infrastructure support environment.
- Applying Rollup Pack, Hot fix and Security updates in Citrix Environment.
- Successfully managed & delivered Virtual Infrastructure for various clients.
- Following ITIL for any change management process in the infrastructure.
- Good Knowledge on Active directory, Group Policy, DHCP.
- Excellent Analytical, Problem solving, Communicational and interpersonal skills.

Technical Skills	
<b>Citrix</b>	XenDesktop & XenApp 7.15/1912/2203 LTSR, PVS 7.15/1912, Netscaler(ADC), MCS, UPM
<b>Hypervisor</b>	Vmware, HyperV, Azure
<b>Windows</b>	Windows 2008 R2, 2012 & 2016, 2019, Win10, win11
<b>Cloud</b>	Citrix DAAS, AVD, UEM, Windows365 Cloud PC's
<b>Other Tools</b>	Service Now, Control Up, Fslogic

Professional Experiences		
Payroll	Role – Designation	Tenure
Yash Technologies	Senior Citrix Administrator	Nov, 2023 – Till Date   Bangalore
TCS	Citrix – Associate Consultant	Feb, 2021 – Nov, 2023   Hyderabad

### **Roles & Responsibilities:**

#### **Citrix Administrator:**

- Implementation and Administration of Citrix XenApp/Xendesktop 7.15/1912/2203 LTSR, Citrix DAAS.
- Manage Single Session (Static) and Multi Session (Random) , Cloud VDI deployment in an environment.
- Manage and Monitor Citrix Virtual Apps and Desktops via Citrix Studio and respond to high severity incidents/tickets.
- Create and perform routine Level changes (Updating Machine catalogs, creating new Catalogs, publishing new applications, and Installing new applications).
- Handle monthly patching of master images using MCS Provisioning and promote Machine Catalogs with patched snapshots.
- Experience in both PVS manual and version as well. Experience on sealing , load balancing and replication of vDisk.
- Perform maintenance tasks in accordance with maintenance plans.
- Perform VDA installation and upgrades.
- Decommission VDIs for cost-saving and environment cleanup.
- Experience in upgrading versions, cumulative updates through change management process.
- Worked with UPM and Fslogix Profiles.
- Troubleshooting issues, open vendor case and work with vendor to resolve, Report problem as well as find root cause.
- Knowledge on Netscaler(ADC) , SSL install/renewal, Traffic management, firmware upgrades, Virtual gateways, server groups, STA configurations.
- Conduct health checks before business hours and meet client commitments.
- Take proactive measures for improvements and budget reduction.
- Provide Weekend and On call Support whenever require
- Perform Azure Tasks: VM Management and Fixing VM Power On issues, Resizing VMs, Snapshot Creation, Disk Management, Creating monitoring alerts for storage accounts etc.
- Basic Knowledge in Active directory, GPO, DHCP,DNS, Policies.
- Configured the Call flow and the Service Desk as per ITIL Standards and defined the Incident, Problem, Change Managements SLA agreed by the Clients
- Troubleshooting persistent VDI issues related MSoffice, Teams, outlook, Onedrive and profiles issues.

- Experience on VMware Virtualization technologies: vSphere ESX/ESXi 6.x. vCenter 6.x/7.x
- Knowledge and hands-on experience with vSphere 5.0 and 6.6 including HA, and DRS
- Installing different Guest Operating Systems and VMware tools in virtual machines
- Creating, Deploying and Cloning of virtual machines and Templates
- Analyzing and troubleshooting the performance of CPU, Memory, Disk, NIC cards on VM
- Convert (P2V) and (V2V) with VMware Converter.
- Managing HyperV hosts and patching host servers as well.

#### **Windows365 Cloud PC:**

- Publishing Windows365 cloud Pc to users both frontline and enterprise models.
- Assisting users in connection flow both browser and windows App, remote desktop client.
- Working on Cloud PC request like upgrade, user license assignment/removal, patching, provisioning policies, Intune level management, restore/reprovisioning, E3 & E5 licenses.
- Installation, Configuration and administration of Windows 2012R2/2016/2019 Servers and Win10/11.
- Handling Desktop Management including Home Directory, Profiles, and Folder Redirection.
- Installing and managing Active Directory.
- Configuration of Dynamic Host Configuration Protocol.
- Creating MCS based master image using azure.
- Enabling Boot diagnostics and using run command to run PowerShell commands.
- Knowledge VPN, Subnet masking, Resource groups and subscriptions.

#### **Amazon Workspace:**

- Publishing Amazon workspaces to users as per request.
- Allocating both Auto-stop and Always-ON Workspaces to users as per request.
- Experience on Workspaces upgrade, Restore, Rebuild, Restart, hard Restart, Terminate.
- Experience in troubleshooting Workspaces using monitoring tools like AWS workspace manager and Wavefront tools.
- Experience in build in Amazon workspace infrastructure, AMI creation, Bundle creation and workspace deployment & Testing.
- Experience in Creation & deploying VPC, Subnet, CIDR, NSG. • Experience in Creation of Provisioning policies.
- Experience in troubleshooting unhealthy, Insession & session latency, High CPU & Memory utilization, High Root volume & User volume utilization.

#### **Education**

**BSC. Chemistry** – Aditya Degree College, Rajahmundry