

MACKENZIE WILLIAMS

United States Citizen

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SUMMARY OF QUALIFICATIONS:

Experience in Windows Servers 2003 - 2019R2, Active Directory, Citrix infrastructure, Citrix XenApp, Oracle/Microsoft SQL Servers, IIS, SCOM, SCCM, and Microsoft Exchange/Lync 2007-2013 and Office 365. Installing, building, optimizing, repairing, configuring, diagnosing, and preventive maintenance of basic to complex hardware, software, and operating systems.

Experience with web development, and designing using scripting languages such as, HTML, AJAX, JSON, XML, JavaScript, SOAP and REST protocols.

Expert knowledge with Cisco technologies with configuration and diagnosing. Experience with troubleshooting, and correcting LAN/WAN networking: security of hosts, servers, and network infrastructure. Configure, and troubleshoot components such as routers, hubs, switches, servers, VPNs, and remote access from various company vendors.

Knowledge of network routing protocols such as BGP, OSPF, IPv4, Telnet, FTP, SMTP, IDS and IPS. Use of cryptography components, load balancing, clustering, and network sniffer/packet analysis tools.

Business continuity planning and testing, continuity of operations, disaster recovery, IT contingency planning, and succession planning.

Certifications obtained: A+, Network +, and Security + Certified. (2013-2014). Certificate in progress: University of Kansas City Web Development (expected Aug 2023). AWS Certified Developer and Azure Certified Developer Associate Certifications in progress (expected before end of year).

EXPERIENCE:

Aspen Insurance - IonX, Houston, TX

Citrix/Windows Server Engineer

Sep 2020 - Mar 2023

Manage Windows Server 2008-2019R2, Active Directory, DNS, DHCP, and Group Policies for Production environments.

Create, troubleshoot and support Microsoft Failover Server Clustering. DFS replication and namespace management to ensure user accessibility.

Add, modify and monitor server health using SCOM alerting.

Apply Microsoft cumulative patches to DEV, UAT, and Production servers. To create, update and deploy collections used for patching via SCCM/WSUS.

Maintain, support, and upgrade, and publish applications to Citrix Farm within, Citrix NetScaler, XenApp, XenDesktop using VDI infrastructure to ensure load balancing in Citrix environment is operational.

Create, maintain, support, and upgrade VMware 6.5 - 7.15 LSTR, Azure Cloud, AWS, and Nutanix servers. To ensure elements of the desktop virtualization infrastructure are appropriately configured, managed, and maintained in order to address the requirements for service availability, security, and lifecycle management.

Configure Ivanti EPM and ISEC applications used for laptop and virtual server patching.

Adhere to ITIL standards and processes for Change Management, Lifecycle Management, Service Delivery, Problem Management, and Project Management. Create documented standards of operations and detailed runbooks for any changes within company.

Plan and preform Business Contengency Planning, and Disaster Recovery testing.

Manage account lockouts with user and superuser accounts.

Gather business reports to track inventory of physical and virtual devices and applications within infrastructure.

Develop and recommend technical solutions for business client's to ensure operations requested are as designed for business use.

Lead project meetings amoung team, and ensure progresses are documented for visibilty.

Provide training to team new hires and provide support documentation needed to preform daily activities.

BP Power & Water - Prosource IT - Houston, TX

Citrix Engineer

Jan 2020 - June 2020

Manage, deploy, design and upgrade Citrix servers and applications within 6.5 - 7.15 environment. Identify and troubleshoot complex Citrix issues, and provide update to users.

Manage, deploy and configure Windows Server 2008 and 2012 servers via AWS and Azure enviorments to ensure business specifics are configured apporiatly.

Update Group Policy and application deployments via Powershell.

Communicate with multiple teams for infrastructure updates and day-to-day activities.

Develop work procedures, application installation documentation, and policies and procedures.

Use of ServiceNow for ticket documentation and provide communication to users on updated status.

Macquarie Bank - Houston, TX

Sr. Windows Sever Engineer

Mar 2016 - Nov 2019

Deploy, configure and maintain Windows Servers 2003, 2008, and 2012. Provide 24x7 support for world-wide for 7000+ physical and virtual servers. Working in a team environment to provide DevOps and to ensure operations of servers are functioning properly. Monitor server's health via SCOM 2008 and 2012. Configured and created rules and alerts for notification of server health.

Create DNS, DHCP and SFTP connection entries for Windows infrastructure via OS and VitalQIP for new and existing equipment. Network load balancing with F5 infrastructure, monitoring and preforming analysis. Add/remove CPU and Memory to virtual servers via vSphere console. Expanding memory and disk space for system operations. Manage and implement Citrix servers, server pools, add/update Citrix applications.

Performing system analysis and investigation of logs to provide resolution for unexpected issues to the operating system that could impact business performance.

Work with QA to ensure code/data changes migrate through the environment lifecycle, Test Lab and Field-Testing support.

Load balancing testing, configuration and monitoring, RabbitMQ queue and App Queue monitoring and testing. Provide log analysis and monitoring via Elasticsearch, Logstash, and Kibana reports to provide RCA.

Build and manage web services such as SAML 2.0, TLS, SSL, and Web App APIs using HTML, JavaScript, XML, SOAP, REST protocols, IIS 7, and .Net framework applications. Assist with queries and commands for SQL DB and MongoDB to provide assistance for various teams.

Maintained user permissions, and shared access on Microsoft Servers for end users and groups via Active Directory. Preform commands and scripting via PowerShell and JavaScript.

Monitored server backups via EMC Avamar and Networked for daily, weekly, and monthly data backups. Ensure all data has been copied, troubleshoot backup failures and performance issues. Perform failover to prevent from data loss. Monitor and maintain clusters and network traffic between nodes to perform troubleshooting on failed communications.

Track tasks and projects via Jira and Confluence. Used EMC Remedy and ServiceNow for ticket reporting, change management, asset management, and problem business improvements. Respond immediately to triages and problematic issues that require further investigation. Followed ITIL and Microsoft business standards and processes.

SKILLS:

Windows Server infrastructure 2008 - 2019R2: Active Directory, DFS, Microsoft Clustering, Patch management/WSUS, SCOM, SCCM, IIS

Citrix Infrastructure Virtual Apps and Desktops and Provisioning Services: XenCenter, XenServer, XenApp, XenDesktop, Netscaler, Director, StoreFront

VMWare EXI 6.0 - 7.15 LSTR host management and provisioning

Network infrastructure and protocols: TCP/IP, UDP, VPN, RDP, TLS, Telnet, DNS, HTTP/S, DHCP, NTFS, OSPF, FTP/SFTP, SIP

Database and Storage provisioning and management: MS SQL Server 2008 - 2018, MS Access, MySQL, RAID, Commvault, Dell EMC

Programming languages: HTML, CSS, C#, Java/JavaScript, .NET Frameworks, XML, REST, SOAP, JSON

DevOps: JIRA, Agile Scrum, Power BI

ITIL Foundational Process and Operations

OSI Model Layers

Ticketing systems: BMC Remedy, Salesforce, Confluence, ServiceNow