



**MANIKANTESH JAWAJI**



Featured



Certified Citrix Administrator Application Support Senior Analyst seeking roles in Citrix Server Administration, Technical Support, Server Management, IT Operations, Project Management, Stakeholder Management, Client Engagement, ITIL, WinTEL, VMware.

Current Designation: Application Support Senior Analyst

Total Experience: 8 Year(s) 0 Month(s)

Current Company: Accenture Pvt. Ltd.

Notice Period: 3 Months

Current Location: Pune

Highest Degree: NA[na]

Pref. Location: Bengaluru / Bangalore, Chennai, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Application Support Senior Analyst, Tech Support Engineer, Citrix Server Administration, Technical Support, Server Management, IT Operations, Project Management, Stakeholder Management, Client Engagement, ITIL, WinTEL, VMware, Certified Citrix Administrator.

Verified : Phone Number | Email - id

Last Active: 22-Jan-21

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## Summary

Certified Citrix Administrator offering an experience of nearly 8 years in Citrix Administration, Technical Support, ITIL, Server Migration, IT Operations & Service Delivery Management and Project Management. Currently associated with Accenture Pvt. Ltd. as Application Support Senior Analyst. Rich experience in analysing risks, ensuring compliance to IT standards and designing secure solutions that support organizational objectives; expertise in analysing ecosystems to identify risks pertaining to IT operations, business continuity readiness & process flow. Skilled in developing professional infrastructure, solving technical issues, training users, managing Windows systems, and supervising the Citrix Server Farm. Proficient in troubleshooting & resolving issues in enterprise Citrix environment including web interface, application enumeration, performance & provisioning issues for internal and external clients

## Work Experience

- **Accenture Pvt. Ltd.** as Application Support Senior Analyst  
Nov 2019 to Till Date

Key Result Areas:

- \* Undertaking the responsibility of monitoring the alerts generated Splunk Tool
- \* Building new machines on Citrix MCS and provisioning the same according to the requirements
- \* Conducting root cause analysis and resolving Citrix issues like access provision, network issues, Citrix receiver, MFA issues and connectivity issues
- \* Working on security vulnerability by performing Netscaler firmware upgrades
- \* Maintaining and updating the data & information of the Current Citrix environment by creating RUN Book
- \* Communicating with the clients and creating Scripts for Fslogix profile container to optimize VHD files of users
- \* Installing & provisioning the application on demand from the clients as and when required
- \* Performing monthly security patches and all application upgrades in order to maintain the Citrix environment of the client
- \* Remediating Windows security vulnerabilities on Window Servers 2008, 2012 & 2016, suggesting solutions and implementing wherever required
- \* Conducting regular communication with the clients regarding application level security vulnerabilities remediation actions
- \* Creating PowerPoint Presentation on a weekly basis regarding the updated received from the client which is accessible by the clients on SharePoint
- \* Building the VMware and ensuring latest patches, monitoring enrolment, AV solution, backup solution, required application configuration, OU moments, security groups enrolment and RBAC policy deployments
- \* Maintaining other Citrix farm hosted on VMware infra and the Citrix resource group taking image backups, monitoring VMs hosted on Azure
- \* Designing, installing, monitoring and providing support of advanced functions of Citrix Systems and associated ecosystem and related applications directly or with the team
- \* Addressing technical issues in the environment and providing problem resolution
- \* Diagnosing & repairing system problems, working closely with vendor support for all servers, software and other hardware
- \* Defining, maintaining and monitoring compliance to Citrix related security and software policies for the business
- \* Setting up in-house quality standards for various operational areas ensuring a high-quality customer experience



### Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Setting up IT metrics quality standards for various operational areas, ensuring a high quality customer experience while adhering to the SLAs for their services

- \* Steering activities including performing system monitoring & analysis, performance tuning, troubleshooting and escalating issues including proactive problem resolution and complex problem analysis as necessary, to maintain system performance to meet user demand

Highlight:

- \* Created SOP for Service Desk team to work on Citrix L1 issues and took training sessions to explain the same

● **Secure-24 IT Services Pvt. Ltd.** as Jr. Citrix Engineer  
May 2016 to Oct 2019

Key Result Areas:

- \* Worked on monitoring alerts of Citrix Servers of different clients and provided assistance to IOC Analyst in resolving host alive, service related issues of Citrix Servers
- \* Installed & published applications as per the requests in Citrix 6.5 Farm
- \* Managed & maintained Citrix Farm Servers, Zones, Worker Groups and Zone Data Collectors
- \* Worked on PVS environment, updating & patching VDisk, creating machines
- \* Installed & configured Citrix XenApp 6.0 and 6.5, 7.5 and XenDesktop 7.6; implemented Citrix XenDesktop PVD 7.6
- \* Created change requests and implemented them whenever a user is requested any software or application updates

● **Secure-24 IT Services Pvt. Ltd.** as IOC Analyst (Integrated Operations Center Analyst)  
Mar 2015 to May 2016

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## Education

UG: **B.Sc (Computers)** from **Institution of NSV College, (Kakatiya University)** in 2012

PG: **NA (na)** in 0

Other Qualifications/Certifications/Programs:

Azure Fundamentals AZ-900

Citrix Certified Courses (XenApp 6.5 & XenDesktop 7.x)

Microsoft Certified IT Professional (MCITP)

CCNA Certified Courses

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## IT Skills

Skill Name	Version	Last Used	Experience
WINDOWS 10			
Windows serve (2008, 2012, 2016)			
CITRIX			
ITIL			
WINTEL, VMWARE			
Azure Cloud			
MS POWERPOINT			

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## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

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## Affirmative Action

Category: General

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time

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