



- M.RAJESH

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IT Infrastructure Management

Citrix Certified Professional with 17+ years of experience planning, executing, and leading IT infrastructure projects, as well as developing and streamlining systems, with the ability to improve IT infrastructure operational effectiveness.

Organisational Experience

Jan-2018 to Till Date CGI PLTD., Chennai as Senior Consultant in Cloud Computing

Key Responsibilities :-

- Ø In-depth knowledge of project design and implementation.
- Ø Good Experience in Project Implementation, POC, Acceptance, and Production Environment.
- Ø Administering XenDesktop, XenApp with MCS and PVS technology. Creating Machine Catalogs and Delivery Groups inside Studio. Creating Master Images and updating Machine Catalogs. Troubleshooting day to day Issues.
- Ø Administering XenDesktop 7.15LTSR and 7.19LTSR on Citrix Cloud, Creating Machine Catalogs and Delivery Groups.
- Ø Troubleshooting Citrix Cloud Connectors.
- Ø Administering WEM Server Profile management, printer management, network drive management.
- Ø Administering Citrix ADC (Netscaler VPX, MPX) Certificate Renewal, load balancing issues and Gateway issues.
- Ø Troubleshooting issue for Content Switching and GSLB, DNS. LDAP Policy, Session Policies.
- Ø Citrix Cloud runs VDI, virtual apps, desktops, and full Citrix workspaces on one or more Azure resources.
- Ø Parallel Migration Experience in Xenapp and XenDesktop 7.15 LTSR to 7.19 LTSR
- Ø Application Deployment RBAC Implementation in RES Workspace and RES Automation

- Ø Developing cloud deployment strategies that reduce risk while meeting infrastructure, employee, and customer requirements
- Ø Extensive knowledge of Citrix NetScaler 11, 12, and 13.0 support and maintenance.
- Ø Hands-on experience supporting and maintaining the Windows 10 operating system in a VDI environment
- Ø Administering Azure WVD with Neridio Manager and Azure Portal. Providing Access to remote applications, desktops and adding new vm to host pool.
- Ø Administering FSLogix User Profile Management Azure WVD Environment.
- Ø Administering OMS Patching onprem and Azure vm's by using automation account and workspace log analytics.
- Ø Administering Azure AD Domain Services, creating users, security groups, creating OU structures and managing group polices, sync onprem AD users to Azure AD by (AD Connect Tool)

Ø Dec'08 to Sep2017 Logica (CGI) as a Technical Lead Analyst

Roles and Responsibilites :-

- Ø Implemented Desktop Virtualization (Citrix XenApp, XenDesktop, XenClient, PVS, MCS)
- Ø Image Planning and Implementation, as well as Image Updates
- Ø Responsible for VDI functional testing.
- Ø Supporting Citrix XenApp, Citrix XenDesktop, and troubleshooting end user sessions in a Citrix environment
- Ø Good understanding of user profile management (Citrix UPM, MS FSLogix, and RES WM)
- Ø Configure builds and managed, Migrating XenApp 6.5 to XenApp & XenDesktop 7.6 to 7.15 with all Core Components. Citrix Workspace.
- Ø VDA Installation on XenApp Terminal Servers and VDA installation on all VDI Master Images to deliver vdi and virtual applications to users through Citrix Store and Remote Desktop Services, RDS. External and Internal.
- Ø Citrix enablement Connection Leasing.
- Ø Updating Citrix component Certificates.
- Ø Troubleshoot unregistered XenApp, XenDesktop VDA, PVS connection in Studio and PVS Console, vDisk

upgrade with new update software and Microsoft Security Patches.

Ø Experience documenting and installing various 3rd- party applications throughout the Citrix Virtual Layers Environment.

Ø Microsoft Server Builds 2012,2016 VMWare Hypervisor, Xencenter, vMware vCenter using windows Server Deployment Preparation Tool.

Ø Troubleshooting software distribution client issues and ICA client issues

Ø Installing configuration Netscaler gateway with two-factor authentication (two-factor authentication) implementation

Ø Work on an internal or external escalation matrix for customers or vendors for Incident Management.

Ø Implement Citrix Rollup Pack and Feature Packs as per Citrix's recommendation.

Ø Configuration of Citrix server policies, load management, and printers in the farm.

Ø Powershell scripting knowledge

Ø The ITIL Framework underpins incident resolution, problem management, and change management.

Ø Be responsible for supporting the BAU team during implementation and P1 and P2 calls.

Ø Demonstrated skills in managing Active Directory, MS Exchange, MS Hyper-V or VMware, and Citrix

Ø In-depth knowledge of configuring and implementing AD group policies

- Tools Management :-

Ø Ticketing Tool : BMC, Service Center,

Ø Monitoring Tool : Zabbix, ACP, Splunk

Ø Antivirus : Macfee, TrendMicro, Sentinel One.

Ø Automation Tool : Powershell scripts, Ivanti Automation Manager and Workspace Manager

Ø Patching Tool : WSUS and Multicenter

Previous Experience

June'08 – Dec'08 Wipro Infotech as Engineer Server Management

Client: Standard Chartered Bank

Ø Installation of Citrix Presentation Server 4.0, XenApp 4.5, 5.0, 6.0, and Citrix Client Tools

Ø In charge of administering and supporting 50 Citrix Presentation server environments running on Windows Server 2003 and 2008.

Ø Implementing projects for a client's specific requirements apart from BAU activities

Ø Escalation SPOC for critical banking applications on SAP Connector in the Citrix environment

- Ø Citrix Presentation Server (Metaframe XP to XenApp 5.0), Password Manager, XenDesktop, and EdgeSight escalation support for various critical clients
- Ø Scripts were written to automate, monitor, and perform tasks on multiple servers.
- Ø Technical Decision-Making Authority for Citrix Infrastructure for all Critical Clients (Design, Upgrade, Migration, BAU, Outage, and so on).
- Ø Escalation SPOC for critical clients in the project to fix complex cross-streamed issues
- Ø Expertise in Root Cause Analysis and solving issues through Problem Management, Change Management
- Ø Training and mentoring team members and other teams on complex issues
- Ø Coordinating with onshore, offshore, vendors, management, and clients to fix complex cross-streamed issues
- Ø Escalation support for WINTEL Operations Documentation of all development and technical projects.**

y'06 – Apr'08 Nebula Computers P. Ltd. (ASP of Wipro), Chennai as Technical Support Executive

Client: Standard Chartered Bank

July'05 – June'06 IBM Infor Services P.Ltd. (ASP of IBM), Chennai as Technical Support Engineer

- Ø Managing the Infrastructure: Windows Server 2000, 2003, 2008, 2012 (more than 3000 servers)
- Ø Support remote servers while leading a five-person team.
- Ø lead the team in the Windows Server 2003 to Windows Server 2008 upgrade.
- Ø In the datacenter, L3 support is provided for Windows Server issues. Supporting Wintel Servers, Including VM Hosts
- Ø Designing and Implementing Windows Servers (such as server hardware, RAID, OS, and hardening) in a Data Centre
- Ø Acts as a final point of escalation and resolution for technical support for Directory Services, including Active Directory design and implementation and maintenance, upgrades, and software inter-compatibility.
- Ø responsible for data centre auditing.
- Ø Responsible for the business continuity plan and disaster recovery:
- Ø In charge of security tests and server OS hardening
- Ø responsible for guiding and managing the DCO team.

Previous Experience

Oct'02 – June'05 .System and Network Engineer

Client: Dinamalar P.LTD Salem

Aug'01 – Sep'02 Technical Support Engg (Hardware)

Client: Computer Clinic Salem

Academic Details

Ø **MBA Information Technology** from United Business school of Belgium University in 2011

Ø **Diploma in Electronics & Communication Engineering (D.E.C.E)** from Muthayammal Polytechnic, Namakkal in 1999

Ø **Class X** from Little Flower Higher Secondary School, Salem in 1996

Certifications

Ø ITIL Certification

Ø Microsoft Certified Systems Administrator (MCSE)

Ø Citrix Cloud Virtual Apps and Desktop in Azure

Ø XenApp and XenDesktop Service on Citrix Cloud

Ø Citrix Xenapp7.6 (Course completed at RJP Infotech Chennai)

Ø Vmware Esx 5.0 (Course completed at GT Enterprise in Bangalore)

Ø CISSP (Course completed at intellect training centre)

Ø Azure Administration (Course completed)

Personal Details

Date of Birth: 24th October 1980

Languages Known: English ,Tamil and Malayalam

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