

End User Computing Senior Consultant End User Computing Senior Consultant Systems Engineer - Citrix, VMWare View, AirWatch, Netscaler, Xenapp, Xendesktop, VDI Albertville, MN Authorized to work in the US for any employer Work Experience End User Computing Senior Consultant Presidio - Edina, MN April 2016 to Present Perform infrastructure assessment and discovery to determine project scope and statement of work. Perform new build of Citrix Environments including design, implementation and user acceptance testing. New builds can consist of Citrix Xenapp/Xendesktop, Citrix Storefront, Citrix Netscaler, PVS, Applayering, and Citrix Cloud technologies. These builds are used to virtualize applications, deliver published desktops, or provide VDI (Virtual Desktop Infrastructure depending on customer needs. Perform upgrades or enhancement of Citrix Environments including design, implementation and user acceptance testing. Upgrades can consist of Citrix Xenapp/Xendesktop, Citrix Storefront, Citrix Netscaler, PVS and all Citrix technologies. Track project progress using SmartSheet or Excel Spreadsheets, and Teams. Communicate regular updates to project stakeholders. Perform security hardening of Citrix environments; including Netscaler, Xenmobile, and Sharefile. Assist sales team as a pre-sales engineer assisting with technical review, explanation and demonstrations. Perform Microsoft Intune Deployments IT Systems Management Consultant (contractor) Optum via Apex Sytems, Inc - Plymouth, MN December 2015 to April 2016 Responsibilities - Responsible for enterprise wide monitoring, actively responding to alerts to restore service or maintain health of server, storage, network, and enterprise architecture. - Responsible for coordinating the support of IT teams, vendors, and business partners to respond to enterprise-wide major incidents. - Lead various teams of technical resources from all technical areas to troubleshoot, restore, and resolve major incidents . - Lead and drive restoration bridge calls with applicable partners and vendors as well ensure the incident management process is completed and documented in an appropriate manner. - Involved in the resolution of outages or high priority incidents in accordance with established procedures. - Accountable as single source delivering clear and accurate communication during all incidents across the business and technology including senior management levels. - Accountable as single source for documenting incident impact and restoration steps. IT Manager/Systems Administrator

Fortress Medical Systems - Hopkins, MN May 2014 to November 2015    Administrate and support Citrix Server Environment; including XenApp, Storefront, and Netscaler    Administrate and support Virtual Windows Server infrastructure; including Server 2008, Server 2008r2 and Server 2012r2 on VMWare.    Manage and administrate Active Directory; including users, security groups, permissions and group policies    Manage and support Exchange Server 2010; including user mailbox administration, mail policy, and distribution groups    Manage companies Microsoft and Citrix licensing programs.    Manage relationships with IT services and support Vendors.    Manage system level outages until resolution.    Manage back systems and data recovery process

Administrate and support Forti-Voice VOIP phone system    Maintain company IT related documentation    Disaster Recovery Planning and Testing    Provide advanced support for SaaS (software as a service, Clindex Live) user connectivity issues

IT Project Coordinator Digital River - Minnetonka, MN November 2013 to May 2014    Support and maintain the PMO / Technical Delivery Organization processes    Submit and track purchase requests in SAP system    Track project budgets via excel spreadsheets    Host scrum meetings to obtain project updates    Perform project management administrative duties    Coordinate work efforts to achieve successful delivery of projects    End to end project tracking in Intuit Quickbase Software    Administrator of Intuit Quickbase software for PMO

IT Services Specialist III Minnesota Oncology - Saint Paul, MN May 2011 to November 2013    Managed and administrated Windows Server 2008r2    Managed and administrated file server configuration on Windows Server 2008r2    Managed and administrated print server function on Windows Server 2008r2    Managed users and groups in Active Directory    Managed Citrix profiles and session management in Xenapp 6.5    Created software install jobs in Altiris    Maintained Mitel digital phone system    Handle procurement of information technology hardware for clinics    Handle procurement of mobile devices for approved employees    Handle support issues for all aspects of clinic and office technical systems    Coordinate with vendors on software issues    Address vulnerabilities uncovered by quarterly network scan    Manage external accounts for EMR access for business partners    Budget forecasting for clinical IT needs    Support conference room teleconferencing and video conferencing equipment

Systems Administrator -

Mobility 3M via Teksystems - Saint Paul, MN March 2010 to April 2011 Manage and administrated Blackberry Enterprise Server functions on Windows Server 2008R2    Manage and administrated GOOD for Enterprise Server functions on Windows Server 2008R2    Successfully migrated over 4000 users from a BES 4.6 environment to BES 5.0 environment    Supported executive and management level users on mobile devices    Provided top tier support to Blackberry, iPhone, Ipad, and other mobile device users    Planned agenda and chaired monthly Smart Phone Delivery Team meeting. Education Some college Skills technical support, active directory, networking, Citrix (7 years) Certifications/Licenses CCA-V May 2016 to Present Citrix Certified Administrator - Virtualization VCP VMware Certified Professional Desktop and Mobility VCP6-DTM CCP-N Citrix Certified Professional - Networking CCP-V Citrix Certified Professional Virtualization Airwatch Professional - Enterprise Mobility

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