

SYSTEMS ADMINISTRATOR II SYSTEMS ADMINISTRATOR II SYSTEMS ADMINISTRATOR II - NOVA SOUTHEASTERN UNIVERSITY Plantation, FL Professional Skills Results-driven Citrix administrator with 12 years of experience in the IT field. Seeking to utilize Citrix related talents, and Citrix technical troubleshooting to provide customers with great support and solutions. Work Experience SYSTEMS ADMINISTRATOR II NOVA SOUTHEASTERN UNIVERSITY - Davie, FL 2016 to Present As a Systems Administrator at NSU, I worked with the Virtualization team. Citrix Universal Supporting our Citrix environment and Client management software. I was Print Server able to acquire skills relating to Citrix, vSphere, SCCM and many other Citrix Director Administrator Tools. Citrix Storefront Major accomplishment: LTSR 7.X Using Citrix WEM Profile management policies, I was able to Active Directory create one PVS image for 6 separate Clinical departments. Giving each clinic a individual feel and look, while also consolidating Relationship maintenance and updates times on the backend. Building CLINICAL INFORMATICS ANALYST NOVA SOUTHEASTERN UNIVERSITY - Davie, FL 2014 to 2015 As a Clinical Informatics Analyst, I worked directly with the clinical staff and Customer Service users to help assist and maintain all Citrix hosted clinical software. I gain a lot of strong customer relations skills and experience dealing with a high stress fast environment. Major accomplishment: Career Accomplishment Formed a knowledge base user guide for both staff and clinical users. The guide streamlined troubleshooting and knowledge Was able to reduce the hardware retention for our team. footprint at NSU by utilizing Citrix TECHNOLOGY SUPPORT ENGINEER I, II, & III NOVA SOUTHEASTERN - Davie, FL 2006 to 2014 Controller and Active Directory to As a TSE level one through sir title, I worked with front-line consolidate multiple persistent technology support for the NSU campus. Dealing with students VM's and images to one PVS faculty and staff for both clinical and educational departments. images. The image is now used to Major accomplishment: service several different clinics and departments providing both Citrix Created and maintained our Malwarebytes server for the entire published applications and shared University. desk experiences with a unique feel Education B.S. in Computer in Computer NOVA SOUTHEASTERN UNIVERSITY - Davie, FL 2016 to Present HS DIPLOMA BLANCHE ELY HS - Pompano Beach, FL 2006 Certifications/Licenses

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Name: Courtney Hutchinson

Email: nicholasmay@example.com

Phone: (888)837-3927x0125