System Engineer System Engineer System Engineer - Minnesota IT Service Woodbury, MN A self - motivated IT professional, with successful experience providing leadership and direction for a technology team. Possess over Fifteen years of experience in LAN, WAN, Server/desktop, Citrix installation, configuration, support and a good reputation for effective project coordination I have been engaged on numerous Citrix projects, which range from architecture and design, to engineering and implementation, to post implementation support and administration. Projects include all aspects of the Citrix product suite, including XenApp, XenServer and XenDesktop including Netscaler and Edgesight Work Experience System Engineer Minnesota IT Service 2014 to Present   Install and configure server's on Enterprise windows environment   Analyzed various information systems for the purpose of determining systemic or procedural problems and developing findings   Responsibility for install and configuration of Outstate county servers.   Performed windows w2k12, VMWARE installation, configuration, software installation and configuration Performed remote system maintenance activities at various State Satellite Data Center Diagnosing issues and initiating appropriate actions for repair or mitigation and provide appropriate status, communications and root cause analysis to management   Perform quality assurance activities to ensure standardization of best practices   System Monitoring using SolarWinds Performed vulnerability assessments of information technology procedures in general controls, computer security techniques, application reviews, system development life cycle, and operating system Senior Citrix Administrator Bureau of Ocean Energy Management, Regulation and Enforcement - New Orleans, LA 2011 to August 2014   Design and implement a high-availability, high-performance XenApp 6.5 server farm based on Best Practices   Provided high-level support and management of 150 Citrix Presentation servers that host 170 global applications Implementation and administration of multiple Citrix farms including Presentation Server 4.0 and 4.5, XenApp 6.0 and 6.5   Provide technical support for all systems software and hardware installation and upgrade management within Citrix farms   Performed infrastructure assessment and provided client with deliverables such as, Citrix Presentation Server Infrastructure Assessment, Logon Script Design, Windows Profile Design, Disaster Recovery Design, and Server Scalability Testing

methodology documents   Technical and Project lead for a XenApp /, XenDesktop / Provisioning Services project for a Mineral Management Services, New Orleans LA Worked closely with client team to determine needs in order to develop an architectural design for three XenApp farms. Design and implement Citrix NetScaler to provide Global Server Load balance across the three Citrix XenApps 6.5 Server farm.   Design and implement Citrix Edge sight 5.4 within BOEM Citrix environments   Design and test Provisioning Services for XenApp server's deployment to Production farm.   Tested streaming applications using applications already 'profiled' for XenApp 6.5 on Windows Server 2008 R2   Work closely with the Senior Systems Administrators and other LAN/WAN Administrators to guarantee efficient system operations   Worked with project sponsors, identified deliverables and delivered milestones and checkpoints, managed project scopes, organized and maintained the project plan and tasks, engage in quality control   Resolve production and deployment issues by researching potential misconfigured group policies and/or security applications.   Ensure maximum availability of the system by administering, monitoring, and supporting all aspects of the Citrix environment including Web Interface, Citrix Secure Gateway, NetScaler, etc.   Performed application and infrastructure integration, created policies and automation scripts, performed environment builds and scalability tests, deployed pilot and production environments Senior Citrix Administrator ALTA IT SERVICES - New Orleans, LA February 2011 to August 2011   Support of day to day Citrix environment as well as project based activities   Assume primary responsibility for strategic direction and planning for MMS Citrix environments   Maintenance and troubleshooting of Citrix Server farm running Windows 2003 servers.   Responsible for 2000 users as third level support of 170 applications on Xenapp 4.0 to 4.5   Handle hardware rollouts, replace old Citrix server, build an image of Citrix servers using Acronis software   Take support calls; resolve assigned tickets , answer after-hours support calls when needed   Monitoring usage and take appropriate actions as needed   Coordinate and support of vendor specific issues covered by Citrix support services   Provide customer service and technical support to resolve internal and external staff inquiries and troubleshoot problems via phone   Performed infrastructure assessment and provided client with deliverables such as, Citrix

Presentation Server Infrastructure Assessment, Logon Script Design Network / Citrix Administrator Reward Health Care Services - Baltimore, MD May 2010 to October 2010   My responsibilities includes Network administration designs, develops, ADS/DDC / Citrix XenDesktop and support solutions to meet client requirements   Windows 2003/2008 Active Directory Installation and configuration,   Windows 2003/2008 Active Directory Administration and support.   Active Directory User and GPO Administration and support   XenServer installation and DDC installation, with active directory integration.   XenApp 4.5 and 5.0 Server installation and Configuration   Create Xenapp Database and implement new Xenapp Farm   Configure Citrix XenApp for Application provisioning   Configure Citrix Web Interface for provision application to virtual desktop   Implement Software testing and deployment environments   Install vm-hosted application for application that is windowsXP dependant   Install and configure Citrix profile manager, and configure virtual profiles.   Install and configure new software and hardware as required in Citrix environments   XenDesktop client deployment   Support internal and external customers as needed Senior System Administrator Leech Lake Gaming/Casino - Cass Lake, MN July 2006 to March 2010   Managed 5 employees consisting of Desktop, Network, and System Administrators   Citrix and Windows 2008/2003/2000 server operating support   Server Hardware and Operating System Installs and configuration   Install and configure W2K3 Servers   Install and configure W2k3 Active Directory Services   Configure W2K3 operating systems, in preparation installing Citrix of Metaframe Presentation Server 4.0 and 5.0 Farm   Installation ,configuration and deployment of Citrix XenDesktop   Performed Cisco switch and router configurations and implementation   Designed and administrated server consolidation program through use of VMware ESX server 3.0 and VMware Virtual Center   Designed and administrated VMWare environment that consisted of Five ESX Server hosts and 32 Virtual machines   Created and documented process for deploying Virtual machines on VMWare   Performed Cisco switch and router design, configurations and implementation   Implemented security measures such as Net Filter, Cisco ACL's, VPN, and IDS   Install Citrix Presentation Server 4.0 in both testing and production environments   Setup, upgraded, and supported MS Exchange Server 2003 in an enterprise environment   Basic

administration of MS SQL 2005 database as well as client installations   Implementation of Microsoft Share Point Portal Server 2003 and Microsoft Windows Share Point Services   Installation and configuration of HP data protector backup software   Utilize Altiris software to deploy Citrix server images to blade servers   Work with the Citrix vendor to identify best practice for implementation, obtain documentation, and general support   Assist in preparing Central Network team, Help Desk, and others for production support of Citrix Presentation Server   Assume principal technical role in demonstrations, furnishing technical expertise and addressing customer questions on hardware or software issue   Working closely with customer teams, communication via internet, email, and telephone   Configured site-to-site VPN (IPSec) and home connections (PPTP) for IT/Dev team   Integration/implementation of Microsoft Dynamics 9.0 to Citrix Metaframe Presentation Server 4.0 Environment   Provides detailed documentation of all implementations, changes, and solutions   Created an online problem-tracking database of problems reported by staff   Maintains inventory system pertaining to software licensing, hardware and equipment, disaster recovery procedures, systems troubleshooting and problem resolution Network Administrator Target Corporation - Minneapolis, MN March 2006 to July 2006   Windows 2000/2003 Active Directory Administration, Citrix Metaframe XP/Presentation Server 4.0 Administration, and VMWare ESX Administration   Citrix server installation, configuration, and upgrades   Citrix server testing, monitoring and performance tuning   Provide operational support for server operating system platforms including Microsoft Windows   Software installation, testing and deployment in Citrix environments   Install and configure new software and hardware as required in Citrix environments   Support internal and external customers as needed   Support infrastructure technologies including Citrix terminal services and VMWare virtual server   Install new software releases and system upgrades in Citrix Environment   Provides resolution to users requests for account related activity   Ensures user satisfaction by providing technical assistance while troubleshooting and resolving more complex issues of operations, installations, setup, error messages, and downtime procedures System Administrator Carlson Management Companies - Minneapolis, MN July 2005 to December 2005 * Configured Windows 2000/2003 Server Hardware and Operating Systems   * Performed

batch processing schedule, VB scripting and patching * Performed configuration and migration to Windows 2003 server operating system, Citrix Metaframe XPE, Metaframe Presentation Server 3.0 and 4.0 * Deployed application with Microsoft Systems Management Server while evaluating testing tools and deployment of hardware and software components * Performed Active Directory and NT domain infrastructure troubleshooting, while participating in support of server software utilities, Tivoli Backup Manager and QIP * Worked with customer staff to determine problems and provide resolutions * Performed daily check and network monitor, via HP open view * Created and maintained server configuration documentation for all implementation changes and solutions

Engineer Citrix March 2004 to July 2005 Contract Cedar Rapid, IA)   Performed windows installation, configuration, hardware and software upgrade, on a web server application   Supervised development, implementation and user training for Citrix product roll out   Planned and configured future release updates on Citrix Server/ Nfuse environment   Managed job flow and events through Remedy Management Solution software   Setup new Citrix Server create data-store database using Microsoft SQL Server   Installed, tested and performed tuning to Citrix Network Manager   Deployed applications, files, SP and patches to Servers using Citrix Installations Manager while installing and configuring Citrix Web Interface for Metaframe Presentation Server 3.0.

   Troubleshooting Citrix 1.8, windows XP, XPE, software issues and reports   Led a team of 4 for the design, planning, implementing, and maintaining a Citrix Presentation Server Environment   Wrote, executed, tracked, manual test cases and assisted in the installation of AutoCAD 2002 and support   Performed HP-Open view implementation and customization while providing leadership and supervision for staff of six desktop computer technicians   Generated management reports, event communications and tracked Job Flow processes using Remedy Management Solution   Worked with DBA team on SQL Server Site Manager as needed on a 24/7 basis   Performed IPSEC VPN tunnel management, System Monitoring using Cisco   Installed and supported Veritas Backup Exec and implemented disaster recovery plan   Administered multi-server Windows NT /LAN, 300+ workstations and 300+ end-users   Ensured company confidentiality was protected and maintained System Administrator State of Minnesota - Saint Paul, MN May 1998 to May 1998

Administered multi-server Windows NT LAN   Assigned network accounts and group rights to clients (Novell, Windows 2000 and Unix Servers (AIX5.1 and Linux)   Setup HP open view and customization/configuration   Installed and configured Windows 2003, Windows 2000 Servers, and Microsoft SQL Server   Built, troubleshoot, and maintained Windows NT domains, Servers and Clients   Supported and configured Novell Netware / GroupWise   Performed Unix System Administrator role and System troubleshooting   Installed and managed Citrix 1.8 and Citrix XP, Citrix XPe environments with Nfuse   Installed and configured Citrix web Interface with Feature Releases   Aided in the conversion from GroupWise to Exchange 5.5   Administered Microsoft Exchange Server and user accounts   Tested and deployed vendor supply patches to the production environment   Maintained system tape backups using Veritas Backup Exec and implemented and tested disaster recovery plan   Setup and maintained PPTP base VPN system to allow broadband telecommuting   Worked with DBA team on SQL Server, EMC Storage Network system, configuration, installation and maintenance   Supported and administered mobile computing environment, via RADIUS and VPN services   Performed installation and configuration of Cisco routers, VPN concentrators, and Cisco PIX Firewall   Monitored, configured Cisco-based switch, router, hub, and access server networks using Cisco Works, Resource Manager Essentials and WhatsUp Gold   Installed, configured NT workstation, Windows 2000 professional and windows 95/98   Used appropriate monitoring tools such as Argent Guardian, Insight Manager and Open view to generate reports   Performed server administration, maintenance of LAN access, security and user profiles in Windows 2000 Advance Server and Citrix XP environment   Prepared, maintained event communication, documentation of LAN tasks and procedures as assigned using Magic Software and Remedy Management Solution Network Specialist Aspen Research Corporation - New Brighton, MN May 1997 to April 1998   Performed AutoCAD Support, installations of hardware and software troubleshooting/problem solving   Installed and configured Windows NT Client Workstations and Novell Client Workstations   Performed Unix System Administrator role (Linux System R4 and SCO)   Worked Internally to install wires, including wiring 110 blocks, 66m blocks, cross connections, network documentation and established connections with the Telco

D-Mark   Performed helpdesk support functions consisting of network support and all associated equipments Education Bachelors of Science in Business Administration National College - Rapid City, SD May 1990 Accounting Minneapolis Community College - Minneapolis, MN May 1987 Century College - White Bear Lake, MN Skills Cisco, Citrix, Netware, Systems management, C++, Python, Scripting, Visual basic, Microsoft access, Unix, Asp, Asp.net, R2, Java, Windows 95, Novell, Lotus notes, Microsoft office, Word, Word perfect Additional Information Technical Skills LANGUAGES: Visual Basic, C++, Microsoft Access, UNIX Programming, and PowerShell Scripting, Python, Java Programming. ASP.net   OPERATING SYSTEMS: Windows 2016, Windows 2012 Server Installation, Advance Server Installation and configuration, Windows 2016 R2 Professional, Installation and configuration, Windows NT 4.0., Netware Novell 3.11, 3.12, 4.1.Windows 95. DOS, UNIX and OS2 CISCO: Network Admin APPLICATIONS: Microsoft Office, AutoCAD, Microsoft Systems Management, Word Perfect, Lotus Notes, Citrix and Remote Mail

Name: Brian Roberts

Email: albertrogers@example.net

Phone: (750)491-9769x22152