**Rudi Behnke**

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Dear Sir/Madam,

I am an experienced IT professional with over 3 decades of IT experience.

In my role of Vice President of the End User Computing I am responsible for devising the various strategies for the End User Computer which includes Virtual User Computing (Citrix), Desktop Engineering (laptops), Mobility (smartphones/tables) and Collaboration (Exchange/SharePoint). I ensure that the tactical projects are aligned with the specific strategies and that they complement other projects to achieve strategic goals.

In my previous role(s) of Vice President of Infrastructure and Performance (Citrix) I am the architect of the environment and responsible for introducing new features to help our associated become more flexible and productive. Recently, we migrated 28k users from around the world into our newest Citrix environment with minimal issues.

Previously in my role at Citrix I have also worked closely with companies such as Credit Suisse, IBM, ADP, Bank of NY/Mellon and a number of major pharmaceuticals to design and deliver Citrix based solutions to hundreds of thousands of users.

In short I have experience in the following:

* 30 years of IT experience
* 25 years of Microsoft OS (Windows NT/server) experience
* 5 years of experience in virtualizing desktop and applications
* 15+ years of industry experience in products from Citrix, HP, IBM, AppSense, Dell, Microsoft, VMWare, and Citrix to name a few

If you believe that my skills could be put to use in areas of your organization, I would enjoy discussing it further.

Sincerely,

Rudi Behnke

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**Goal:**

To find a position within an organization where I have an opportunity to express my passion for customer solutions and have influence in the organization’s future.

**Education:**

Bachelor of Science in Computer Science Class of 1987

Rutgers University, New Brunswick, NJ

**Professional Experience:**

**AIG, New York, NY / Livingston, NJ** 2014 - Present

Senior Vice President, End User Computing Aug 2018 – Present

Responsible for End User Computing globally of virtual desktop/apps, messaging and physical devices (laptop/mobile).

* Exceeded Board of Directors’ program goal by 2 months and 50% by migrating remaining 15,000 users off legacy environments to more modern platforms.
* User satisfaction exceeded 92% and was 10% under budget in 2017 and 18% under budget for 2018.
* Set records for longest duration (> 2 years) without a SEVere 1 outage impacting our users / customers for our virtual desktop/application environment used by 42k+ users.
* Leading a global team of 50 infrastructure engineers, architects, administrators and operations staff designing, implementing and maintaining the virtual, physical desktop infrastructure, collaboration tools and mobility environments across the organization.
* Responsible for the operational aspect of the O365/OneDrive (Messaging) environment supporting all AIG users.
* Responsible for the operational aspect of the laptop/desktop Windows implementation for the organization.
* Implementing a dramatic reduction of datacenter-based storage and its associated costs by exploiting cloud-based platforms.
* Integrated mobile and virtual platform into a single environment from the user’s perspective to increase flexibility and user satisfaction.

Vice President, Desktop Services Group Oct 2016 – August 2018

Responsible for the Global Operations of the laptop/desktop, virtual desktop and messaging infrastructure.

* Develop and implemented Self Service provisioning of desktops and applications reduced service desk costs and increase satisfaction levels. Provisioning times reduced from weeks to minutes.
* Involved with developing a BYOMD (mobile device) program projected to save the company over $10 million.
* Received a Dell Award for our DaaS/Self Service Portal.
* Part of the team that received the 2017 CIO 100 Honoree. (CIO Magazine)
* Subject for a Citrix *Case Study* and the basis of a *Reference Architecture* regarding Skype for Business in a worldwide virtual desktop environment.
* Responsible for constant upgrades of all aspects of the Citrix environment for XenDesktop, XenApp, Citrix Receiver, Provisioning Server, UniDesk, Wyse WTOS and various related subsystems.
* Managing a global, follow-the-sun support team for all end user virtual computing and messaging.
* Supporting the plans for cloud and collaboration tools such as O365, Yammer Teams and Skype for Business.
* Involved with usage of cloud providers for “VDI in the cloud” usage for eventual migration from on-premises equipment beginning with “DR in the cloud” to save the firm $20 million.
* Developing automated Windows 7 to Windows 10 upgrade process for virtual desktop users to minimize IT costs and need for involvement.

Vice President, Workspace Services Product Manager Mar 2016 – Oct 2016

Develop and execute direction for Workspace Services Group which includes Virtual User Computing (Citrix), Desktop Engineering, Mobility and Collaboration (Exchange/SharePoint) groups.

* Developed BYOD Strategy including laptops (PC/Mac), tablets and phones so that employees can use any device they choose and get AIG out of the laptop and phone business. $10 million annual savings.
* Developed *Mobility Strategy* to outline the new services that can be provided to users while out of the office to untether their desktops, applications and data from their cubicle.
* Developed *Device Strategy* to exploit the latest laptop, tablet and Chromebook hardware in a managed method. Expand what personal devices can be used by associates in a secure manner.
* Developed *Business Acceleration Strategy* to develop and implement new products and processes. Primary projects include:
  + Self-service VDI portal so a user can be provisioned a virtual desktop in under 1 minute
  + Self-service application requests so that a user can request a new application be delivered for physical, virtual or mobile environments and they will be deployed in moments

Vice President, Virtual User Computing Infrastructure and Performance 2014 – Mar 2016

Responsible for architecture and performance of the virtual desktop and application environment supporting over 42,000 users worldwide.

* Primary architect and engineering principal for the next generation Citrix environment at AIG.
* Responsible for performance and availability of Citrix environment to a 99.99% uptime level.
* Ensure flexible and secure access from any device from any location including BYOD and home users.
* Accountable for migrating majority of users, applications and desktops from older environments to new consolidated environment migrating 38,000 users in 12 months.
* Maintain and support the operating environment for the virtual desktop/application infrastructure based in 6 datacenters globally.
* Ensure monthly SLO, SLA and KPI’s are met for all operational activities and are reported on regularly.
* Manage capital and expense for group and plan, forecast and manage financial budget of $30mm.

**Citrix Systems, Inc., Parsippany, NJ** 2006-2014

Northeast Sales Engineering Senior Manager 2012 - 2014

A Senior Manager responsible for Enterprise Sales Engineers located in the Northeast and for technical relationships with major accounts and peer companies.

* Primary contact for Google in the Northeast for joint enterprise customers regarding Citrix technology and Google Chromebooks.
* Primary contact for Samsung in the Northeast for joint enterprise customers regarding Citrix technology and Samsung tablets and smartphones.
* Regional technical resource for enterprise financial customers working with Citrix Corporate Product Managers.
* Responsible for regional New Employee Orientation product and technical competitor training for all new Citrix employees within the Northeast.
* Work closely with Sales Management to ensure attainment of quarterly and yearly quotas in the region with the highest quotas in the company.
* Managing the Enterprise Sales Engineering team in the northeast region who support all large accounts.

Northeast Sales Engineering Manager 2010 –2012

A Sales Engineering Manager and responsible for SEs located in the Northeast for the technical aspect of opportunities within customer accounts in the NYC metro region.

* Requested by Citrix Corporate to assist and speak at nation-wide events such as the Gartner Symposium (2012/2013/2014), HIMSS (2013/2014) and the new mini-EBC program in NYC/Philadelphia/Boston (2012/2013/2014) among others.
* Mentor and manage new Northeast SEs including technical, sales and presentation skills for both SEs and Sales Reps.
* Corporate speaker for most presentations at larger events within the Northeast region. Specifically, events which involve Microsoft, Cisco, HP, and IBM.
* Responsible for regional New Employee Orientation product and technical competitor training for all new Citrix employees within the Northeast.
* Managing Sales Engineers in the metropolitan New York City region including NY state, NJ, PA, CT and outlying areas for mid-sized and smaller accounts.

Senior Sales Engineering 2006 –2010

An Enterprise Sales Engineer responsible for two Enterprise Sales Managers and their accounts. These customers represent many of the largest financial and pharmaceutical companies in the country.

* Supported the technical aspect of the sales process at enterprise customers such as IBM, AIG, ADP, AXA, Bank of NY/Mellon, Credit Suisse, UBS, Guardian Life, Johnson & Johnson, Merck (& Schering Plough), Pfizer (& Wyeth) to name a few.
* Primary architect of overall virtual desktop strategy with Microsoft at Bank of NY/Mellon.
* High level design of virtual desktop environments for AIG/Chartis and Pinebridge Investments. Plans to roll out to 16k Chartis users then additional AIG divisions. Pinebridge Investments is 100% virtualized.
* Wrote several whitepapers involving Citrix technology.
* Consistently exceeded quota to earn Citrix 100% Club most years.
* Awarded Regional SE of the Year, SE of the Quarter (multiple), Leadership Award (multiple), Above and Beyond Award (multiple) and nominated for Citrix-wide SE Manager of the Year 2012 and 2013.
* Work with Corporate to analyze and evaluate regional software vendors for company/product acquisition.

**Perceptrix, Inc., Princeton, NJ**  1996 –2006

President/Consultant/Trainer

I was the owner of Perceptrix which developed applications for direct sale to consumers, custom applications for businesses and technical training for computing and networking technologies.

* Architected and managed remote developers for Perceptrix branded products, specifically International Chemical Information Database (ICID) and MSDS Writer.
* Designed and managed the next generation MSDS system for Johnson & Johnson, Mallinckrodt/JT Baker Chemical Co. and Japan Airlines.
* Was a certified technical instructor for Microsoft, Citrix, Checkpoint and CWNA (wireless networking).
* Retained trainer for IBM being sent worldwide for custom IBM PSS/PSE training.
* Worked with Online Consulting (ONLC.com) to design and implement the first fully virtual courses for Microsoft and Citrix material.

**Johnson & Johnson Worldwide HQ, New Brunswick, NJ** 1987 –1996

Senior Consultant (Internal)

I was based in New Brunswick, NJ and assigned as an architect for new projects within various departments at World HQ. Most of my activity was with groups such as Health & Safety, Medical, Business Development and Sales.

* Implemented the Corporation’s first enterprise-wide client/server application for medical data.
* Designed and implemented the Corporation’s world-wide CD-based chemical information (MSDS) system which was the world’s largest infobase of its type.
* Implemented token-ring and later Ethernet based LANs for Novell NetWare and then Microsoft LAN Manager.
* VAX Administrator for multiple VAX clusters.
* Implemented first VAX-based email system and later first LAN-based Microsoft Mail based email systems with integration to X.400 backbone.

**Certifications:**

Achieved the highest technical certifications and/or instructor certifications from:

Microsoft Citrix IBM Novell Checkpoint CWNA (wifi)