Mark Ainsley

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# Profile Availability: Immediately

Experienced technical infrastructure engineer, with a passion for new technology. I have over seventeen years’ experience and a broad skillset supporting large charity and corporate IT environments. Committed to providing an exceptional service in the support of business objectives. Using excellent analytical and critical thinking skills I have a proven ability to visualise and solve complex IT challenges. A confident team player and leader, I demonstrate a steady, hands-on approach and enjoy collaborating with IT teams to deliver robust infrastructure, server, desktop and application support.

# Core Technology Skills

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| Citrix Xendesktop 7.6 – 5.6 | Citrix Monitoring tools, Edgesight, Director | Microsoft MDT server |
| Citrix Xenapp 7.6 – 4.5 | Microsoft Windows Server 2016 - 2008 | AppSense, DesktopNow |
| Citrix Netscaler 10.x | Microsoft App-v 4.6 - 5, application packaging | Vmware ESXi Enterprise |
| Citrix User Profile manager | Active Directory & Group policy administration | Atlantis ILIO storage |
| Citrix PVS server | Microsoft Windows Desktop, XP Win7, Win10 | Microsoft Office 365 |
| Citrix SDX cloud bridge | Microsoft SCCM | Google Apps for Business |
| Citrix Web interface – Storefront | Microsoft Exchange – Exchange online | HP - Wyse Thin clients |

# Career History

**IT Consultant** **(contract)** **September 2016 – May 2019**

Bali BISA

Support and improve the current IT systems. Migrate to cloud-based software-as-service solutions for a rapidly growing international business to help streamline internal processes and leverage IT automation.

# Project goals and responsibilities

* Implement Office 365 for email, Office, storage and Active Directory
* Support Windows server infrastructure, Migrate to AWS
* Implement Cloud CRM, Accounting, Digital marketing tools, new website, SEO and IT automation
* Windows 10 rollout and hardware upgrades
* Define and document the sales and marketing process and look for opportunities to automate
* WAN and LAN upgrade for head office

# Achievements

* Stabilized the whole IT infrastructure to achieve 95% uptime
* Increased lead generation and sales by 112%
* Designed and implemented a full business continuity plan and Antivirus solution
* Recruited and trained an internal IT team for BAU tasks

# Citrix Consultant (contract) April 2016 – August 2016

British Red Cross

Xendesktop Upgrade Project. Working with the onsite support team to lead a Xendesktop/XenApp 7.6 and VMware 5x upgrade project.

# Project goals and responsibilities

* Develop the low-level design and plan for the upgrade process
* Evaluate new product features and functionality to ensure end user services are not affected
* Plan and upgrade Hypervisor and storage platforms to the latest versions
* Upgrade seven applications on both the image and AppV Platform. Example, Office 365 and Lync
* Improve WAN performance over existing links to remote sites

# Achievements

* Implement new Citrix WAN performance policies resulting in a graphics performance boost of over 30% and resolved all the long-standing connection issues for remote offices
* Resolved a USB compatibility issue on the Thin Client images
* Identified a licensing server issue that would regularly cause system outages
* Vastly improved the failover resilience between data centers achieving the 99% Desktop uptime goal

# Citrix support specialist (contract) June 2014 – 18th March 2016

Hiscox Insurance

A member of a highly skilled Citrix and application packaging team delivering a Xendesktop 7.6, Windows 7 desktop virtualisation project plus BAU support for an existing Xenapp environment to 2500 users of a global business.

# Project goals and responsibilities

* Utilise recent desktop virtualisation experience to help the project technical lead finalise the low level design
* Engage in project planning, with a number of project managers, to deliver application testing
* Collaborate closely with other infrastructure teams to deliver a new Xendesktop hardware/software platform
* Support group UAT managers and application support teams throughout the testing and migration of business applications
* Engage third party AppV5 consultants to virtualise a large proportion of business applications
* Create a Citrix PVS Windows 7 standard image, optimising for speed and stability
* Provide 3rd line BAU support for the Citrix Xenapp desktop and applications

# Achievements

* Resolved a number of IE11 compatibility problems which threatened to derail adoption by a business-critical department
* Identified a Citrix user-profiling issue and worked with Citrix Support to produce a successful software patch
* Took control of a failing application testing work stream and successfully got it back on schedule
* Resolved an unusual graphics display issue on Wyse Terminal with vendor support

# Citrix VDI technical lead (contract) June 2012 – June 2014

British Red Cross

Senior Citrix and Windows technical lead working within a project team delivering a business-wide desktop virtualisation and data centralisation program to 3000 users based in 230 locations across the UK.

# Project goals

* Deliver standardised Windows 7 virtual desktops from two load-balanced data centre Xendesktop farms
* Replace an aging fleet of desktops with Thin Clients to make huge savings on capital expenditure and energy
* Manage application licensing and centralise delivery via Microsoft AppV platform
* Provide secure remote working from any location

# Responsibilities

* Delivered a Xendesktop 5.6 proof of concept environment to demonstrate the new features
* Assist Citrix Professional Services with the installation of Netscaler Access Gateway and load balancing services
* Design and implement the Xendesktop farm structure, machine catalogs, assignment groups and policies
* Design and implement a standardised Windows 7 desktop image containing the business core applications
* Test and migrate Enterprise applications to a Windows 7 platform
* Work with the AppV consultant to package applications and create new delivery methods via group policies

# Achievements

* Saved the project over £10,000 by recommending an alternative high-performance
* storage technology
* Enabled an end-to-end diagnostic view of the Xendesktop environment by recommending a proactive monitoring platform
* Completed an in-house training programme for support teams covering BAU tasks and best practice methods to maintaining the new system
* Made further capital savings using a software solution that converts Windows XP desktops to Thin Clients
* Developed a proximity printing strategy to automate the printer connection process resulting in a 55% drop in related helpdesk calls

# Technical Delivery Manager (contract) December 2011 – May 2012

Axess Systems Ltd (Citrix Gold Partner) - Leading virtualisation reseller and consultancy

Working with the senior management team, I provided Citrix and Virtualisation product support, client service management and the development of new support team services.

# Responsibilities

* Provide pre-sales virtualisation product support and operational expertise to the sales team
* Project manage and implement customer installation projects
* Develop strong customer relationships and manage delivery of services to meet agreed SLA’s
* Develop the skills within the helpdesk team through regular, targeted training

# Technical Services Manager May 2002 – November 2011

Harvey Ingram LLP - Leading Midlands-based law firm with offices in Leicester, Birmingham and Milton Keynes

Reporting to the IT Director and senior management I managed technical support for the business. Collaborating with the technical team we designed and implemented all aspects of IT infrastructure.

# System Support Team Leader October 2001 – June 2002

Contracted to PowerGen IT Services Department Computerland UK PLC, Outsourcing division

Managed a large team of permanent and contract IT staff providing a number of business units with back office, NetWare, application and email support.

# Desktop Service Team Leader July 1998 – October 2001

# Contracted to Lafarge Aggregates IT department Computerland UK PLC, Outsourcing division

Working on site with the customer to provide BAU support operational support

# Systems Engineer September 1997 – July 1998

Contracted to MARS Foods IT department Computerland UK PLC, Outsourcing division

# Qualifications and Training

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| Citrix Xendesktop 7 CCA – Passed August 2016 | IT Infrastructure Library Foundation 3 - Passed January 2009 |
| Citrix Xendesktop 5 CCA – Passed May 2013 | MCP Windows Server 2003 - Passed November 2008 |