Naveen Aggarwal

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**SYNOPSIS:**

* 11+ years of total IT experience
* CCA-V Certified
* AZ-900 Certified
* AZ-104 Certified(Microsoft Azure Administrator )
* AZ-140 Certified(Azure Virtual Desktop)
* Proficient in designing and implementation of Citrix Virtual Apps and Desktop, Machine Creation Service, Citrix policies and other Citrix supporting Infrastructure.
* A result oriented professional with experience in the areas like: Client Servicing; Reports Handling; Process Enhancement; Team Management; Quality Assurance; Data Management; System Administration.
* Responsible for Change Management, Incident Management and Problem management roles as directed to log, co-ordinate, assess, joining CAB meetings taking complex issue of Problem management.
* Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in Troubleshooting& remote resolve.

**EMPLOYMENT CHRONICLE**

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| **Metlife GOSC Pvt. Ltd Jan’24 – Till Present** |

**Designation:**  **Assistant Manager**

**Scope of assigned Role:**

* Worked on Citrix Daas
* Citrix MCS.
* Azure AVD
* Auditing of tickets resolved by the engineers.
* Planning the resource management.
* Got Golden Award for performance
* Representing the project in daily incident management, change management, problem management and escalated calls on daily basis.
* Coordination with onsite colleagues and service managers for day to day activities and attending weekly meetings
* for SLA adherence, Quality review, assigned Project status & overall major activities during the week.
* Cross Skilling of colleagues for efficient and effective support.
* Creation of vDisk and deploying the machines using the vDisks.
* Managing AVD Environment.
* Adding New VDI's to Host pool based on the business requirement.
* Clearing the user session and draining the VDI's for Maintenance.
* Working on AVD Environment hosted on Azure.
* Implemented **FSLogix** for profile containerization, improving user experience and reducing login times.
* Troubleshooting the latency issues on infra with help of Azure Insights.
* Designing the scaling plans on Customer desired Host pool.
* Managing Master Images
* Documented processes and created knowledge base articles for AVD deployment and management.
* Updating and Managing the AVD master Images via Image Gallery\Image definition.
* Ensured compliance with security policies by configuring **Multi-Factor Authentication (MFA)**, **Conditional Access**, and **Role-Based Access Control (RBAC)**.

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| **Koenig Solutions Pvt. Ltd June’23 – Till August’ 23** |

**Designation:**  **Corporate Trainer**

**Scope of assigned Role:**

* Delivering Citrix training to Corporate Professionals
* Delivering DNS and DHCP Training
* Delivered Citrix Official training with Lab to Candidates
* Received Intoxicating feedback from candidates
* Delivered Citrix training internally to Candidates

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| **Citrix Company Sep’22 – Till May’ 23** |

**Designation:**  **Senior Product Support Engineer**

**Scope of assigned Role:**

* Provide technical Assistance to Customers related to citrix
* Helping Customers in On boarding to Citrix DAAS
* Prepare SOP for Citrix Product
* Taking Care of Central Europe & UK Clients
* Citrix MCS
* Configuring HA in NetScaler(ADC)
* Helping Customers with Netscaler firmware Upgrade
* Citrix WEM
* Complete Understanding of Citrix Architecture
* Helping Customers in Implementation of Citrix Components
* Configuring Citrix Components Like DDC, SF etc
* Helping Customers with ADC
* Helping customers with citrix configuration
* Helping Customers in renewal of Licenses
* Helping customer with citrix product demonstration

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| **Genpact Headstrong Capital Markets July’19 – Sep’22** |

**Project:** **CACIB**

**Designation:**  **Lead Consultant**

**Scope of assigned Role:**

* Supporting Citrix Xenapp & Xendesktop 7.15LTSR
* Troubleshooting & providing solutions for Citrix related issues
* Providing access to published resources (published apps, Server OS VDA desktop, Desktop OS VDA or VDI) as the user requirements
* Citrix licensing
* Publishing new application for user through service request.
* Citrix user profile management and troubleshooting
* Assign modifying application access to the user.
* ON-CALL support on Weekends
* Managing Desktop Catalogs and Groups.
* Troubleshooting Citrix XenApp Customer issues.
* Citrix Server Patching using Altris Tool
* Using Director for monitoring application failure, etc.
* Attending Change calls and create changes for any Prod changes in Citrix Infra
* Upgrading applications on citrix servers
* Provide remote support to the remote clients.
* Responsible to work on Incident, Service Request, change, problem tickets and make sure the SLA are met and strictly follow the ITIL process.
* Monitoring, Managing and Maintaining the Environment.
* Manage active directory users, computers, OU and groups
* Citrix MCS
* Citrix Profile Management
* Citric Netscaler(ADC)
* DNS, DHCP & Active directory & GPO

**VMware**

* Manage snapshots
* Work on clone and templates
* Creating Templates from VM’s, deploy VM’s from templates and allocate resources
* Creating VM

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| **HCL Technologies Mar’15 –June’19** |

**Project:** **Working Links**

**Designation:**  **Specialist**

**Scope of assigned Role:**

* Work on Windows Server 2003/2008R2/2012R2, Microsoft Exchange, Citrix Server for creation of Network account, Exchange Mailbox, and account for Client i.e. WORKING LINKS (U.K), MINISTRY OF JUSTICE (IRELAND).
* Working as a Global Team for issues relating to Creation/Modification/Termination of account and mailbox access for Working Links Employees located all over the Globe.
* Working on remedy tickets/Service now tool (Incident, problem management P1,P2 and P3).
* Creating and managing Users, Mailboxes, Distribution groups, Security groups, Service accounts in Windows 2012R2/2016 Office 365 cloud.
* Install AD DS and configure it as a domain controller.
* Automate user account creation.
* Work with Active Directory administration tools.
* Locate objects in Active Directory.
* Delegate administrative permissions.
* Manage operations masters.
* OU/Group policy
* Experience on Active directory, DHCP, DNS, OU, Client profiles, GPO

**Project:** **Trafigura**

* Responsible for overall support and Management of Citrix Server XenApp 7.15 farms including License, Data store, Machine Catalog, Delivery Group,etc
* Plan and Involvement in migration Citrix Products. Supporting Citrix Servers on a global environment Install & configure Citrix XenApp Server Joining/disjoining from the Site.
* Responsible for maintaining XenApp Servers, Xendesktop machines, Storefront, Data store and Citrix Licensing.
* Troubleshooting the various issue on daily basis related to Citrix XenApp, VDA, Profiles
* Creating Health reports for Citrix environment and working on remediation for the same.
* Create\manage Policies in Citrix
* Deployment of on-demand virtual desktops and applications.
* Creation of multiple delivery groups for corresponding departments within organizations
* Providing access to the users on applications.
* Daily health checks of all servers
* Citrix PVS
* Managing and Monitoring Sessions, Sites, and Users with Director
* Managing Licenses and Delegating Administration
* Publish applications, content, desktop & provide access to user.
* Responsible for presenting change during CAB meeting and in implementation

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| **ARTECH INFOSYSTEMS PVT LTD Mar’14 – Mar'15** |

**Project:** **IBM INDIA PVT LTD**

**Designation:**  **System Administrator**

**Scope of assigned Role:**

* Working in Profile Admin Team to support client.
* Managing New Joiners and Leavers account in AD/Exchange and their permissioning.
* Maintaining the SLA for Incidents.
* Work in Active Directory and Exchange server for creating new joiners account and mail boxes.
* Office 0365**:** Creation and deletion of accounts,Groups,DL.
* Working on requests for granting or revoking access to shared drives, shared folders, and shared mailboxes.
* Verifying the approval process before providing access to the user
* Used Netcool for monitoring the Infra
* Granting access for VPN , Blackberry and Active Sync to existing users.
* Using Remedy tool to classify the tickets and Incidents
* Keeping the track of Incidents and providing best resolution or escalating them to correct Department

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| **New VC International Limited (VCustomer) May’11 – Oct’12** |

**Project:Linksys by Cisco**

**Designation: Technical Support Engineer**

**Scope of assigned Role:**

 Involved in analysing, troubleshooting and resolving the technical issues (related to Routers,

Switch, Access point, Network Bridges, Wireless Range Expanders, Internet (WI-FI),

LAN\WAN etc.).

 Creating incident, updating work log, prioritizing and categorising the incident.

 Responsible for providing current status, managing caller’s expectations by providing current

service level

 Configuring and opening up ports and upgrading firewall on Linksys routers for various

gaming consoles like Xbox 360, PlayStation, Nintendo etc.

 Obtaining and recording all relevant details, capturing minimum required information as

indicated in the Knowledge base

  Cascading of Routers, Implementing Access Points as a Repeater or a Bridge in SOHO

environment for providing wireless access as well as to extend the range of shorter range

networks.

**TECHNICAL SKILLS:**

* **Operating System :**Windows Server,DNS,DHCP,Active Directory,GPO
* **Citrix:**Xenapp\Xendesktop 7.15LTSR, PVS, MCS, VDI,HSD,Netscaler Knowledge
* **Vmware:** ESXI 6.7Template,Cloning, VM creation,Snapshot
* **ITIL Process:** Change Management, Incident Management, Problem Management
* **Certification :** CCA-V Certified
* **Cloud:** Azure 900

**ACHIEVEMENT’S:**

* Silver Medal in Intra College volleyball competition in LIMAT.
* Active members of “DISCIPLINE COMMITTEE” in inter college cultural fest for 2008 in LIMAT.
* Subhead of “DISCIPLINE COMMITTEE” in inter college cultural fest for 2009 in LIMAT
* Silver Club member in HCL

**Educational Qualifications:**

* **LINGAYA’S INSTITUTE OF MANAGEMENT & TECHNOLOGY(LIMAT)**  
  Bachelor of Technology in Information Technology, 2010  
  **Affiliated to MDU University**
* **HERMANN GMEINER SCHOOL**  
  Higher Senior Secondary School Examination (12th)   
  **Affiliated to C.B.S.E.**
* **HERMANN GMEINER SCHOOL**

Senior Secondary School Examination (10th)   
**Affiliated to C.B.S.E**