Nathan Richmond

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OBJECTIVE:
Secure a challenging opportunity that utilizes my strong technical, communication, and leadership skills.

Certifications:
CCE-V Citrix Certified Expert - Virtualization 6/20/2014
VMWare VCP / VCI (VMWare Certified Professional – VSphere 2,3, 4, Vsphere 5.X) 3/2005, 7/2012
Citrix CCEE (Certified in XenApp, XenDesktop, XenServer and Provision Server) 5/23/2011
MCSE (Microsoft Certified System Engineer (Windows 2003) 8/2004
MCSE (Microsoft Certified System Engineer (Windows 2000) 4/2002
MCSE +Internet (Microsoft Certified System Engineer plus Internet (NT 4.0) 3/1996
CCNA (Certified Cisco Network Administrator) 8/2002
A+ (Hardware Certification) 5/1997

EXPERIENCE:
Citrix Architect / Cloud Desktop Consultant – HCSC 8/2021 – 8/2022
Citrix / On Prem
- **Developed FSLogix Standards and Migration Path**
- **Optimized Group Policy by removing legacy settings and levering GPP**
- **Leverage Control Up to Identity login bottlenecks**
- **Developed optimization scripts for Azure Virtual Desktop**
- **Worked with VMware team to develop standard VROPS dashboards for Session workloads**

Azure Virtual Desktop Architect
- *Global Architect leading cloud migration from Citrix to Azure AVD/Nerdio DaaS*
- *Design Azure AVD/Nerdio Production (5000 Sessions) Environment Design, Roll-out*
- *Design Azure AVD/Nerdio Pilot Environment Design (500 Sessions)*
- *Develop Cloud Operational Process for Tier 1,2 and 3*
- *Integrate Intune, Group Policy and Powershell for Optimized Windows 10 Desktop*
- *Developed RemoteApp, Mulit-Session Windows 10 and VDI (1 to 1) DaaS solutions with AVD*

VDI Architect– Contractor – VCore – Warner Media May 2020 – 8/2021
Senior Technical Engineer and Technical Team Lead
• **VDI Technical Architect** – Design and remediate existing VMware Horizon, Citrix and Endpoints. I have implemented multi factor, Horizon Cloud Services and standardized all platforms.
• **VDI Operational Support Lead** - Responsible for all P1, P2 Incidents, day to day operational management of 5000 concurrent users on East and West coast US.
• **VMWare Horizon to Citrix Migration Lead** Responsible for analyzing all Citrix published applications and migrating them to VMware Horizon/View. Approximately 120 Applications were scream tested, migrated and end of life.

Senior Technical Engineer and Technical Team Lead
Ceridian - Saint Petersburg, FL - May 2015 to August 2020
- **VMware Technical Team Lead** responsible for all priority one support issues, operational standards for support teams, all enterprise architecture design designs such as VCenter placement, NSX-Dswitch-VSwitch Designs/Standards, VM Deployment Standards, retention standards, and all other enterprise wide vmware design decisions.
- **VDI, Published Applications, Terminal Services Team Lead** responsible for all priority one support issues. I was the primary technical lead on all VDI, Terminal Services and Application Publishing services platforms. My daily role was to be the technical bridge between the Citrix, VMware, Active Directory, Desktop support team and the upper management.
- Daily Priority one support lead on legacy applications in Citrix XenApp, Presentation server.
- Redeveloped all new standardized all VDI, Terminal Services into uniformed supported procedures and tools.
- Wrote and executed migration plan for legacy applications published in Citrix to VMware Horizon with external two factor authentication.
- Supported five thousand VDI/XenApp users across multiple platforms such as Citrix, VMWare and RDS (RDSH)
- Redesigned and remediated all active directory group policy throughout the master domain. Computer and User Policies were completely redesigned and implemented from the ground up.
- Designed and implementation of hosted virtual desktop infrastructure in VMware Horizon
- Designed and manage VMware Infrastructure on Amazon hosted.

Virtualization Principal Consultant (Architect)
Open Systems Technology - Grand Rapids, MI – September 2011 to May 2015
- Design and implementation of hosted virtual desktop as a service (DaaS)
- Design and implementation of hosted virtual infrastructure
- Design and manage XenDesktop 5,000 Seat Enterprise implementation for MSP hosting - Ongoing
- Design and manage XenDesktop 10,000 Seat Enterprise implementation at Navistar, Lisle IL
- Design and implemented VMware View 2000 Seat Enterprise implementation at Priority Health
- Design and manage XenApp 1,800 Seat Enterprise implementation at John Deere Landscapes
- Design and manage VMware View 2,800 Seat Enterprise implementation at Metro Health

Virtualization Technical Architect
Netarx –Auburn Hills, MI – August 2010 to September 2011
As a virtual infrastructure technical team member I completed the following projects:
VMWare Experience
- Design and implemented Site Recovery Manager Solution for First Michigan Bank
- Design and implemented 150 Seat VMware View Desktop Environment for Health Plan of Michigan
- Design and implemented Site Recovery Manager Solution for IAC
- Design and implemented VMWare View (VDI) Solution for Wayne County
Citrix Experience:
- Design and implemented XenApp Application Delivery platform for Health Plan of Michigan
- Design and Implement 2000 User XenDesktop 5 Environment for Visteon (Currently working on this project)
- Design and Implement 100 User XenDesktop 5 Environment for the Inn at St John

Senior Network Engineer

Trinity Health – Novi Data Center - September 2008 to July 2010
As a virtual infrastructure technical team member I completed the following projects:
• Design and implemented virtual desktop infrastructure (VDI) proof of concept environment.
• Designed and implemented Citrix Provisioning Server infrastructure for approximately 400 Citrix XenApp targets.
• Expanded virtual infrastructure from 80 ESX Hosts (500 VM's) to 120 corporate wide (1500 Running VM's)
• Consolidate two virtual infrastructures; System wide (80 ESX Hosts) and Cerner (18 ESX Hosts)
• Implanted Cisco Nexus 1000v on Vsphere 4
• Upgrade Virtual Infrastructure from 3.5 to Vsphere 4.5
• Upgrade Virtual Infrastructure from 3.0 3.5
• Deploy VMWare Capacity Planner to 10 Ministry Organizations and the Novi Data Center
• Developed Virtual Team Documentation, Procedures, Project Standards and Workflow

Technical Architect
RapidApp – Chicago, IL - January 2005 to September 2008
Eli Lilly
At Eli Lilly I was technical team lead for a large physical to virtual (P2V) conversation project. The project began February of 2008 and in July of 2008. Over the six-month direction we had successfully converted over 1200 physical servers to virtual machines. The estimated cost savings was $380,000.

VMWare Sub Contractor
In the fall of 2006 I received the certificate to teach the VMware Infrastructure 3.X course. Shortly after receiving the certification RapidApp engaged in a six-month retainer contract with VMWare.

Assurant Health
During the fall of 2006 I was sub contracted to Assurant Health for a six month VDI (Virtual Desktop Infrastructure) engagement. The first completed objective was to roll out a fully functional proof of concept Virtual Desktop Infrastructure for approximately fifty remote users. After Completing POC environment, Nathan Richmond continued to work with the internal staff for an additional year developing a full production environment, ultimately producing a 500 virtual desktops infrastructure.

• Setup POC Environment
• Evaluated VDI Brokers (Propero, Citrix, VAS)
• Design Production VDI environment
• Design virtual application environment (MS AppV)
• Implement Production Environment
• Documented Environment

Ford Automotive
Senior level consultant responsible for developing support procedures, capacity planning tools, migration plans and provisioning process. I was also responsible for updating the Ford Virtualization training course. I was onsite for approximately one year.

PepsiCo
I was assigned technical lead for the PepsiCo Virtual Capacity Planning project. The project was three months and included 2500 Intel based servers for evaluation. During that time period we closely monitored all 2500 servers and produced a report that included optimal candidates for virtualization.

After the P2V project was complete, I returned a year later and conducted another three-month capacity planning assessment. I also completed an onsite VMWare current state analysis document.

Senior Network Engineer
Analysts International, Detroit, MI - January 2002 to 2004
Lucas County MRDD – Toledo Ohio
• Implemented 4 production VMWare ESX Servers with EMC CX700 SAN
• Converted 24 physical windows servers to virtual servers
• Converted 14 physical Novell Netware servers to virtual servers
Ancor Information Systems Troy, MI
Implemented a proof of concept VMWare ESX Server LAB
• Converted 36 physical servers to virtual servers on VMWare ESX Server
• Implemented disaster recovery solution using Microsoft Virtual Server 2005 and CA ArcServe Backup 11.5
• Migrated NT Single 4.0 single domain model to Windows 2003 Active Directory (150 Users, 30 production servers)
• Implemented four terabyte Dell SAN solution – 33 146 Gig Drives, Dell Power Vault 6660, QLogic HBA
• Data center clean up – Wiring, Server Racks, KVM's
• Implemented two node (active/passive) Microsoft cluster FTP/SMTP redundancy
• Upgraded single web server to web cluster using Microsoft Application Center and two Dell 1650 Servers
• Configured and manage LTO Tape Backup CA ArcServe/Dell Backup Solution

Network Engineer
TEK3 Data Services Inc. - Madison Heights, MI 2000 – 2002
• Migrated NT 4.0 Multi Master Domain to Windows 2000 Active Directory/DNS (200 Users)
• Implemented Windows 2000 Group Policies (200 Users)
• Migrated 500 Users from Exchange 5.5 and NT 4.0 to Windows 2000 Active Directory Exchange Server 2000
• Implemented 15 VPN connections (Netopia, CISCO) and Web based trouble ticket applications
• Implemented POP3 Mail Service, SMTP Mail Gateway, HICAP Internet Connections
• Implement ITIL standards for call center design
• Developed Support Procedures for Clients and Support Staff, Internet Security policy

MIS Manager/Network Engineer
Exhibit Enterprises, Inc. - Dearborn, MI. 1998 – 2000
• Implemented Microsoft Share Point Portal Server
• Migrated Lotus Notes Mail to Exchange 5.5 (200 Accounts)
• Upgraded Generic Desktops to Dell Hardware (150 PC, 50 Laptops)
• Upgraded Generic Servers to Dell Hardware (12 Servers Consolidated to 3)
• Consolidated Generic PC Servers to a single Compaq Server solution
• Upgraded HP VG-100 network infrastructure to a Cisco switched solution
Project Management Accomplishments:
• Implemented Support Procedure for users/support staff
• Developed Business Continuity Plan, Data security policy and upgrades phone systems

Network Engineer/Project Manager, VARIOUS CONTRACT ASSIGNMENTS
Metropolitan Detroit, MI area, 1995 – 1998

HIGHLIGHTS:

VISICOM SERVICES INC., 1999 - 2000
- Implemented Raptor Firewall Solution and Exchange/Outlook 2K Groupware Solutions
- Setup Oracle DB Engine Version 8.01 for Classroom
- Implemented File/Print Services with Timeslips and SAN solution for data archive
- Configured ANX connection
- Implemented Microsoft System Management server for asset management (1000 Users)

AUTOCOMM INC., 1998 - 1999
- Migrated file and print services from Novell 4.11 to NT
- Implemented corporate email system using Exchange Server 5.5
- Installed NT 4.0 VPN connectivity with raptor firewall
- Created business continuity plan detailing backup routines and fault tolerance
- Developed physical and data security policies

COMPUCOM, 1998 - 1999
- Developed common NT 4.0 Workstation hardware profile and policy
- Created several application packages for distribution
- Distributed profile and application packages to 30 desktops
- Setup 5 NT 4.0 Server configured in a single master domain model with file and print services

COMPUTER SCIENCE CORPORATION, 1996 – 1998
- Migrated eight NT domains into a single master domain model (2500 Users)
- Migrated 250 Gigs of data with security settings
- Published CSC NT Server Security Policies and Naming Standards

Project Management Accomplishments
- Analyzed server upgrade hardware requirements
- Negotiated total cost of upgrade and met target budget
- Developed Migration Plan
- Purchased equipment and implemented upgrades

TEXTRON AUTOMOTIVE COMPANY, 1996
- Maintained the stability of Textron's NT network
- Maintained the stability of the Exchange and MS Mail email system

ENTEX/CHRYSLER NOVELL CONVERSION PROJECT, 1995
- Deployed Standard Desktop Images
- Supported Desktop Image After Deployment

EDS, 1995
- Deployed the EDS Consistent Office Environment (COE)

- Provided Technical support to GM Users