**Summary:**

* 7+ years of I.T experience as Citrix Administrator, Windows Administrator and Technical Support Engineer.
* Experienced Citrix System Admin, Windows System Administration, Application Pack-aging and Technical Support Well versed in XenApp 5.0, 6.0, 6.5 & implementation and administration of Citrix Servers, Windows Servers.
* Experience on Windows Server 2003 enterprise and 2008 enterprise Edition Involved in management of Citrix Infrastructure Solutions, design & implementation of Citrix XenApp Farms (5.0, 6.0 & 6.5).
* Responsible for support of 20+ applications on XenApp 5.0 and XenApp 6.5 Configuration of Citrix server policies, Load Management and Printers in the Farm Expertise in creating Citrix Streaming Profiles and Publishing Applications to users in Citrix XenApp 5.0/6.5.
* Experience in administering Windows Terminal Server, Group Policy management and Active Directory environment Proficient in installing, configuring, troubleshooting of Windows 2003 and 2008/2012/2012R2 Active Directory Objectives.
* Related Experience with Windows 8.0 and 8.1.
* Management of enterprise VMware ESX infrastructure and Windows Server Trouble-shooting/Configuration.
* Involved in the Transition team for migration of Servers from old legacy environment ESX 4.1 to new environment ESX 5.1
* Installation and configuration of Solaris for new build environment.
* Hypervisor OVM virtual machine administration
* Server Hardware support like Dell Power Edge, HP Proliant, and Sun X series.
* Experience in Active Directory, GPO, DNS, DHCP, IIS, FTP, Terminal Services
* Experience with Microsoft Hyper-V virtualization solutions on Windows 2008 R2.
* Successfully migrated Citrix Presentation Server from 4.5 to XenApp 5.0.
* Worked on McAfee as well.
* Deployment of Patches and server changes through Change Management upon client approval
* Perform inventory of existing server environment and gather server utilization statistics such as CPU, disk usage and Alert Management.
* Extensive experience in deploying and managing almost every Citrix product from the ground up.
* Experience with writing scripts using regular expressions (REGEX).
* Heavy involvement with every aspect of XenDesktop, from the ground up.
* Working knowledge of XenApp 3.0, 4.0, 4.5, 5.0. (certified in 6.0 and 6.5)
* Helped Citrix Education for setup of test materials and simulations.
* Working experience in Netscaler.

**Technical/Functional Skills:**

**Server Application :** Microsoft Active Directory Services, Citrix Presentation Server 4.0/4.5, XenApp 5.0, 6.0, 6.5, Citrix VDI, IIS 6.0, 7.0, VMWare ESX 4.0, Citrix XenApp 4.5 farms, Hyper-V, Microsoft Clustering, MS Exchange Server 2003, 2007, Citrix Edge sight, VMware vSphere n4.1, 5.1, Cisco UCS KVM, Xenmobile, XenServer.

**Operating System :** Windows 2000, 2003, 2008 R2, 2012 Servers, Windows 7, Windows XP, Windows Vista, Windows 2000 Professional, Windows 2K/XP/Vista, Windows Servers 2000/2003

**Networks Protocols :** TCP/IP, HTTP, HTTPS, RDP, SSL, DHCP, DNS, SMTP, POP3, TELNET

**Hardware :** IBM Blade center HS20/HS 40 and HP Proliant Servers, IBM, HP Blade servers, Dell Servers

**Software :** MS Office suite 2003, 2007 and 2010, MS Exchange Client, Lotus Client

**Data bases :** MSSQL 2005, MSSQL 2008, MS Access, Oracle

**Scripting :** VBScript, HTML, PowerShell, Shell/Perl, C#

**Domain :** Infrastructure Services

**Professional Experience:**

**Norfolk Southern Feb 2015 - Present**

**WEB Application/Citrix/Application/Migration Engineer**

* Work on the migration of applications from the old XenApp 5.0 environment to the new XenApp 6.5 environment.
* Working on to improve the performance of the Citrix environment through Knowledge Base.
* Publishing the applications both streamed and installed.
* Create new imaging servers for the applications using the PVS console.
* Created automated tasks using PowerShell SDK for Citrix farm maintenance.
* Publishing applications ranging from .jnlp applications to SAP and in-house applications.
* Work on decommissioning of the old 2003 servers.
* Creating new sites for both IIS 7.5 and IIS 8.0 farm and work on various IIS tickets.
* Installation of applications on the new Windows Server 2008.
* Work on Citrix tickets and customer support.
* Create new changes and incidents using HP Service Manager.
* Work on automating tasks using PowerShell for SCOM and SCCM for server reporting and maintenance.
* Create EWS morning report using SQL queries.
* Creating incident reports from V-foglight.
* Upgrading Storefront, new Citrix rollouts and fixing policies.
* Worked on Citrix Director for VDI users’ data, Citrix Edgesight.
* Share on-call responsibilities and various change related tasks. Working on creating scripts in C# to automate the CSI on call reporting process.
* Work on HP Service manager and SharePoint for creating documents.
* Sharing responsibilities with SME to work on and enhance the Netscaler and AppSense.
* Work on DRA and create user accounts.
* Manage Citrix Desktop Virtualization with Splunk.

**ATOS, Chicago, IL June 2014 - Jan 2015**

**Migration Engineer**

* Being member of the NAM-Wintel team was primarily responsible for installing new servers and migrating from windows servers 2003 build to windows server 2008 and windows server 2012.
* DELL, Fujitsu Windows’s server 2008 R2 and non R2 build, racking and posting.
* Worked on both physical and virtual server builds including installing ESX hosts and SCCM servers.
* Build cycle uses the .INI file to install the OS, configure the Management and Production IP and configuring for different RAID levels.
* Racking includes installing the server and external storage devices MD1200.
* Coordinate with the offshore network and VMWare Team to work on the new server installation and migration issues.
* Work on the iRMC and iDRAC reachability issues and use the management console for per-forming post tasks.
* Posting task encompasses installing software’s, drivers, configuring the server role and adding the server to the domain.
* Migration tasks include decommissioning a server, IP/name takeover, Platespin, DHCP server migration.
* Mapping of drivers, data seeding from the source server to the target server, transferring roles to the new server and decommissioning the old servers were part of the migration process.
* Solving issues related to the iPINs and coordinate with the Active-Directory Team for promotion of a server to being a domain controller.
* Coordinate with the Monitoring, Backup, Security and Patching team to bring the server to the production level.
* Create tickets as part of the migration process.
* Create Request for change forms and process the form using the ATOS Project Profile Management.
* Maintaining documentation and forms and uploading them onto SharePoint. Refer to WLI for tasks related to migration.
* Disk replacement (Root Disk/ Data Disk)
* Remote Support to Germany AD Team, Poland Change Management Team, India Networking Team and North America Wintel and Linux Team.

**Citrix/Windows Administrator Feb 2013 - June 2014**

* Carried out the new projects and handling the project related issues including Installation, Configuration of XenApp Server 5.0/6.0/ 6.5 & Citrix Client Tools.
* Experience in XenDesktop 7x and above installation and configuration.
* Administration of Citrix XenApp Farms Configuration of Citrix Server policies, Load Management and Printers in the Farm Assign, modifying application access to the users.
* Citrix & Terminal Server license management.
* Configuration of network equipment for newly build servers.
* Installing the Terminal services Licensing. Installing and Configuring Citrix XenApp Plug-ins.
* Install Citrix & Application related patches on the servers via Installation Manager Create and assign load evaluators, installing and configure web interface and create service sites Administration, Monitoring & Reporting using necessary tools.
* Citrix & Terminal Server License Management. Install, maintain & monitor Citrix 4.5 Server making sure they are up-to-date with latest rollup hot fix and service packs as well server 2008 update Publish applications, server desktops and contents.
* Configure printers and printer policies and manage print drivers and printer bandwidth
* Configure, apply and prioritize policies in a XenApp environment Create and configure XenApp administrator accounts and their permissions.
* Providing support in Citrix Presentation Server 5.0, application sharing, desktop sharing and configure are different Migration of Citrix presentation server 4.5 data store from access data base to SQL Server 2005 and SQL Server 2008.
* Managing of Citrix XenApp 5.0 Farm using Citrix Delivery Service Console (Server Management, Publishing & Managing of Applications & Desktops, Server loads Evaluation, Resource Managing).
* Experience in administering Windows Terminal Server, Group Policy management and Active Directory environment.
* Responsible for patch management in a windows environment consisting of windows server 2003, 2008, 2008 R2, 2012 using System Center Configuration manager 2012.
* Responsible for troubleshooting the servers with SCCM client problems and installing clients on servers and desktops.
* Used Configuration Manager reporting services to build reports to get the compliance status of servers from the SQL database using SQL query and SSRS and used the built-in reports in SCCM for patch management.

**Wells Fargo, Secaucus, NJ May 2011 - Jan 2013**

**Windows Admin**

* Building new windows server 2003/2008 on Intel server platforms, IBM/HP/DELL Power edge servers as per the windows build standards.
* Installing and configuring XenDesktop 5 and above.
* Creating vDisks and configuring target devices in XenDesktop.
* Installing and configuring Provisional server for XenDesktop.
* Performed the design and deployment of Citrix production environments in various companies
* Installation and maintenance of VMware ESXi server.
* Experience with VSphere 5x and above.
* Approved Microsoft patches and pushed to desktop and mobile clients.
* Building new VMware virtual machines to meet the specifications by client.
* Resolving various issues such as Windows Policies, Application licensing through RDP, Net - meeting. Coordinating with Vendors regarding production issues & solving problems.
* Created documentation for server builds and Citrix applications installations.
* Led monthly knowledge sharing sessions between the cross-functional development teams and clients, serving as a functional specialist and logistics coordinator. Presented functional and technical overviews of Citrix XenApp (Presentation Server) 4.5 and 5.0, Edgesight 4.5 and 5.0, Edgesight for Load Testing, Password Manager, Citrix Access Gateway, application streaming, application packaging, GPOs, Active Directory, and SQL Server.
* Performed conceptual designs for Citrix XenApp 4.5 and 5.0, Edgesight 4.5 and 5.0, Password Manager, Citrix Access Gateway, Netscaler, Application Streaming by researching operational needs and Provisioning Server discussing with application experts and application users
* Performed the various Citrix XenApp upgrades and migrations projects
* Managed or assisted all phases of project - scoping, design, development, testing, rollout, user support, and documentation.
* Configuration of Active Directory integrated DNS, WINS Configuration of centralized domain wide DHCP services.
* Generating a weekly reports for Citrix 4.5 & XenApp 5.0.
* Resolving Problems related to Disk Space Usage.
* Creates scripts in automating software deployments and changes to the Windows environment.
* Scripting experience (VBScript, PowerShell, DOS batch files).
* Installation of Hot fixes and Security updates as and when required on all the servers.
* Optimizing monitoring and troubleshooting windows 2000 & Terminal Services.
* Solving IIS application problems.
* Configuring Automatic updates using group policy.
* Configuring policies over the farm for printers, Client devices, printing, etc.
* Logging into the Server through Remote Desktop and resolving the Issue.
* Publishing Different Applications and Printers on the Citrix Users Profile.
* Publishing application. Deploying ICA client, printer driver mapping, shadowing users, checking sessions, managing server load and CPU utilization.

**Dakshin Technologies, India March 2009 - August 2010**

**Windows Administrator**

* Assisted in planning and implementation of virtual environment.
* Implemented of Windows 2003 Active Directory and Domain Controller.
* Created a procedure for the V2V and P2V migration of Physical servers to VMware ESX hosts
* Analyzed the servers to be virtualized or migrated.
* Used VMware Capacity Planner to analyze the server usage and recommend the configuration for new VM.
* Created and Managed Storage VMotion, High Availability and DRS.
* Discussed with the user and team and scheduling migration and monitoring migration.
* Created the workflow for Pre Post Migration and managed Resource Allocation.
* Performed operational turnover on all system implementations.
* Migrated machines either P2V or from Microsoft Hyper V environment to VMware environment.
* Worked with Servers such as Windows 2000, 2003, 2008.
* Worked on creating a DR plan and recovery process making sure that critical applications are set up with HA in case of a disaster.
* Participated in daily meetings.
* Documentation of the environment.

**RoyalTech India, India May 2008 - Feb 2009**

**Windows Engineer**

* Managed systems configuration and maintenance, problem troubleshooting, system and program security, applications and program management, planning and directing upgrades, and testing operations to ensure optimum system functionality.
* Provided design, implementation, administration and support of Windows 2000 Active Directory and Windows NT legacy domain.
* Architected, installed and maintained Windows NT, 2000-2003 server solutions for both production and development environments.
* Managed the Help desk & Desktop Support team which supported Windows 9.X, 2000, XP, Vista along with the MS-Office including mail services.
* Investigated new technologies, software, patches, and security packages, which will improve system performance and systems administration procedures.
* Managed, led and supported Windows NT, 2000 and 2003 Active Directory domain network in multi-locations.
* Installing and configuring Windows Server 2003.
* Creating/deleting/disabling/unlocking/resetting of user AD in Windows 2003.
* Performed high-level planning, implementation, recommendation.
* Met with Vendors to provide new technology (Software, Hardware, Tools, and Device) to enhance the Windows network architecture.
* Planned, designed, tested, implemented and served as Support for the Microsoft OCS.
* Installed and configured Migrated Exchange 2000 to 2003, Exchange client configuration using Microsoft Office Outlook.
* Maintenance of Microsoft Office Outlook Web Access and Maintenance of Microsoft Office Outlook E-mail, Calendaring & Scheduling. Troubleshooting of Microsoft Office Outlook data-base & structure problems.
* Documentation of end-user workstation for troubleshooting tips and maintenance procedures for help desk.