***RICHARD SHERVIN LENDEL J***

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***An IT Professional witha Decade of overall experience in***

The field of **Citrix Administration, Network Operations, End User computing / Desktop administration**in the area of Support, Implementation&Administration.

**TECHNICAL SUMMARY**

* Proficient in configuring & administrating of Citrix Access Suite Products like **XenApp 6.5, XenDesktop 7.x, XenMobile 8, Secure Gateway 3.2, Citrix Provisioning Server 6.1,Citrix Web Interface 5.4 / Storefront 2.6/ Edge sight 5.4, Appsense Management Suite, Symantec VIP Manager, Netscaler 10.1, Control-up.**
* **TCP/IP, ADS, DNS, DHCP, PCoIPand GPO.**
* **VMware ESX 5.0, vSphere Hypervisor**.
* Configuration of Blackberry infrastructure environment **(BES 6.0) and Lotus notes 7.0**
* Good in networking concepts like **OSI Layer, VPN Checkpoint, RSA, Symantec VIP and Sprint campus.**
* **Application testing**/ **Deployment** into Citrix infrastructure.
* Handling **Migrations** from Legacy to newer versions of Citrix.
* Expertise in handling server/user specific issues within the infrastructure and providing prompt resolution to the same.

**KEY RESULT AREAS**

* Meeting with Managers to discuss about the **project requirements, specifications, cost-budget and timelines**.
* Providing **individual training** and support on request.
* **Scheduling and directing activities to the reporting team members**to resolve the issues within the team in a timely & accurate manner.
* Achieved ‘**Team Lead of the Quarter’** award during 2nd& 3rd quarter in 2013 with **98%**Retention within last 6 years.
* Provided many **Service Improvement Plans** and implemented within team which reduced the Effort utilization of the team and cost factors for the project.Real time experience in working with **ITIL** framed infrastructure services and the processes involved in it.
* Proven ability to work independently and to lead a team of around **10 members**.
* Possess strong communications, inter-personal, Team handling & Leadership skills.
* Planning, organizing, and managing staff and overall operations to ensure the stable operation of the organization's infrastructure.

**IT SKILLS**

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| --- | --- |
| **OS** | MS Windows XP, 2007 |
| **Servers** | MS Windows 2008, 2012 R2 |
| **Citrix Products** | XenApp 6.5, XenDesktop 7.x, XenMobile 8, Secure Gateway 3.2, Citrix Provisioning Server 6.1, Citrix Web Interface 5.4 / Storefront 2.6/ Edge sight 5.4, Appsense Management Suite, Symantec VIP Manager, Netscaler 10.1, Control Up |
| **Virtualization** | VM Ware ESX 5.0, VSphere Hypervisor |
| **EUC Concepts** | AD, Lotus Notes, Blackberry |
| **Backup Tools** | Symantec Net backup, Veritas Net Backup |
| **Networking tools** | OSI Layer, IPv4, IPv6, Subnetting, LAN, WAN, EIGRP, VPN Checkpoint, RSA, Sprint campus |
| **Monitoring Tools** | Control-M V6.2 & 6.4 - EMC – Ionix Smarts – Console monitoring - Vital Suite/ Kiwi Log viewer - NetQos – NetVoyant / Report analyzer - Infrastructure Tool - Orion Solar winds - Alter point - Riverbed |
| **Ticketing Tools** | BMC Remedy, Service-Now, Landesk, HPSM9 |

**CERTIFICATIONS**

* CCNP-BSCI
* ITIL V3
* SIXSIGMA (Greenbelt certified)
* Citrix Xen App 6.5
* Citrix XenDesktop 5.6

**TRAININGS ATTENDED**

* IPv6
* ITSM trainings – Incident, Problem, Change Manger
* Module Leadership & Management skills
* Project Management & Client Communication skills
* PMP
* Citrix Xen App 6.5 / XenDesktop 7.6

**ACADEMIA**

* B.E. (Electronics and Instrumentation Engineering) | 2006 | Anna University

**PROJECT ACCOUNT LEVEL ACTIVITIES**

* Back up CML for site **BCP activity** in Flagstar Bank.
* Have been a part of **the MPLS migration activity** in Northern Trust.

**PROJECTSUMMARY**

* **PepsiCo Nov 2015 – Till Date Citrix Engineer**
* LPL Financial Jun 2015 – Sep 2015 Citrix Engineer
* MyProTrade Mar 2015 – May 2015 Citrix System Administrator
* Flagstar Bank, MI Jul 2013 – Jan 2015 Citrix Administrator
* The Northern Trust Bank, IL Jun 2008 – May 2013 Citrix Engineer
* Dell Dec 2007 – May 2008 NOC Engineer
* Netgear Jun 2006 – Dec 2007 Tech Support Executive
* SS Enterprises Jun 2005 – May 2006 Testing Engineer

**PROJECT PROFILE**

**End Client: PepsiCo, Frisco – TX(Nov 2015 – Till Date)**

**Role**: Citrix Engineer

**Responsibility**

* Migration of Xen App servers from older version of 4.5, 5.0, 6.5 to the latest version of 7.7.
* Handled around 300 servers with approx. **900** applications.
* Coordinating with Windows & VMware team and other Application support teams during Migration tasks and Patches.
* Testing the applications in the UAT environment and then bringing it to the Production environment.
* Installation of several Citrix Components like **PVS 6.1,Secure Gateway, Web interface & Edge sight**.
* Examined the performance on servers using **Control Up** Tool.
* Handled **Server patching** activity as and when required.
* Attending Weekly meetings with Clients.
* Co-ordinate with the team members in managing the Change requests from various teams.

**End Client: LPL Financial, Charlotte – NC**(Jun 2015 – Sep 2015)

**Role**: Citrix Engineer

**Responsibility**

* Maintaining Citrix administration- farm, troubleshooting, load balancing, Citrix client, Licensing, Web interface.
* Publishing applications and configuring existing application as and when a need arises.
* Handled around **900** applications.
* Installation and Configuration of **XenDesktop 7.1** farm consisting of around **3000**virtual Desktops which is managed by **VMWare VSphere 5.0**.
* Handled around **250 XenApp** servers of version **6.5**.
* Coordinating with Windows team & VMware team during Migration tasks and Patches.
* Coordinating with the Application support teams.
* Testing the applications in the UAT environment and then bringing it to the Production environment.
* Managing **Netscaler 10.1 VPX**; creating and managing VPN groups for users.
* Managing user’s remote access via **Symantec VIP Manager**.
* Installation of several Citrix Components like **PVS 6.1,Secure Gateway, Web interface & Edge sight**.
* Scrutinized the Load Manager Evaluators and setting new values based on the resource manager/Edge Sight reports.
* Examined the performance on servers using **Control Up** Tool.
* Handled **Server patching** activity during weekend maintenance.
* Handled the VM Ware ESX environment.
* Participating in the CAB call to represent the RFC from Citrix environment.
* Managing and configuring **XenMobile** into user’s BYOD on request via MDM.
* Attending Weekly/Monthly meetings with Clients.
* Provide a WSR of the previous week’s Ticket count of the team.
* Co-ordinate with the team members in managing the Change requests from various teams.

**End Client: My ProTrade, Jersey City – NJ**(Mar 2015 – May 2015)

**Role** Citrix System Administrator

**Responsibility**

* Documenting & validating the Key Operating Procedures for the Citrix team.
* Installing, configuring and testing of basic Citrix tools required for the team.
* Installation of RSA portal for using it in Citrix Securegateway.
* Ensuring to meet the necessities for a new user creation.
* Meeting with Clients on how to change the transition to Steady Steady-State phase.

**End Client: Flagstar Bank– MI**(Jul 2013 – Jan 2015)

**Role** Citrix Administrator

**Responsibility**

* Maintaining Citrix administration- farm, troubleshooting, Citrix print management, load balancing, Citrix client, Licensing, Web interface.
* Publishing new applications and configuring the existing application as and when a need arises with a CR.
* Handled around **700** applications.
* Installation and Configuration of a XenDesktop farm consisting of around **4000** Desktops.
* All XenDesktops are **Win 7 OS** and all XenApp servers are operated by **Win Server 2008 R2**.
* Handled around **100 – 120**XenApp servers of version 6.5.
* Coordinating with Windows team & VMware team during Migration tasks and Patches.
* Coordinating with the Application support teams.
* Testing the applications in the UAT environment and then bringing to the Production environment.
* Configuring and managing **Netscaler 10.1**.
* User **Powershell scripting commands** to work on Xen App servers.
* Installation of several Citrix Components like Secure Gateway, Web interface, PVS 6.1& Edge sight.
* Scrutinized the Load Manager Evaluators and setting new values based on the resource manager/Edge Sight reports.
* Examined the performance on servers using Resource Manager/Edge Sight 5.0.
* Migration of Old Citrix farms to new XenApp farm; ie **from 4.5 to 6.5**
* Managing and configuring XenMobile into user’s BYOD on request via MDM.
* Configuring the Citrix user session and server policies, troubleshooting the issues related to that.
* Attending Weekly/Monthly meetings with Clients.
* Prepared team report, development strategies and other documents for team management.
* Provide a WSR of the previous week’s Ticket count of the team.
* Co-ordinate with the team members in managing the Change requests from various teams.
* Give importance to the Quality of Documents and reasons provided by the team in order to validate the tickets
* Motivating the team to achieve high standards and SLA targets.
* Managing the team in all team activities.

**End Client: The Northern Trust Bank, Chicago– IL** (Jun 2008 – May 2013)

**Role-2** CitrixEngineer

**Responsibility**

* Create and maintain User profiles in ADS/Citrix for all users of the bank.
* Trouble shooting L1.5 Citrix related issues.
* Publishing new applications and configuring the existing application as per Change Request from Management.
* Packaging application through various platforms like Citrix Installation Manager, Streaming Profiler, VMware.
* Managing user sessions in Citrix Delivery console / Monitoring server performance.
* Managing and Administration in Citrix , Blackberry servers and RSA servers
* Worked on Problem Management, Incident Management and Change Management Process.
* Executed Root Cause Analysis for all critical incidents; analyzed the same and find workaround/solution.
* Attending Weekly/Monthly meetings with Client
* Provide a WSR of the previous week’s Ticket count of the team.
* Co-ordinate with the team members in managing the Change requests from various teams.

**Role-1** NOC –L2

**Responsibility**

***Network***

* Break/Fix Support of Network environment.
* Create and configure RSA VPN soft token for the requested users and add them to VPN firewall.
* Provide L2 troubleshooting on VPN and Blackberry for the users.
* Network Management: Monitor Error, Logging, Trace routes, Vendor co-ordination (Sprint & AT&T) for circuits and Network equipment.
* Monitor the network performance & Network links utilization using **Orion SolarWinds.**
* Generate customized resource utilization reports for servers and network links using the tool NetQos.
* Performance and availability / Network slowness problem.
* Checking LAN port connectivity.
* Switch/ router failures.
* Coordination with Cisco for router or switch reboot/performance issues.
* Coordination with Cisco for FAN / Module / Power supply failure issue.
* Coordination with Cisco and site team for network part replacement RMA.
* Voice gateway link and device failure issue.
* Coordination with Control center and Site team for power outage.
* Coordination with platform team to block the devices in monitoring during the change based on their request.
* Device / circuit monitoring and notification to management team on post outage.
* Handled the IP address – DNS mismatch issue.
* Monitoring all the devices which are connected to the Northern Trust environment.
* Worked on all console monitoring tools (mentioned below) for checking the performances of the Server, Storage and Network devices.
* Troubleshooting the L1 issues for all the network devices like Routers / Switches.
* Co-ordinating with ISPs and other vendors for any ISP related issues for the Routers and open up a Trouble ticket.
* Also monitored and worked on IBM XIV SAN storage devices for their performance and health checks.
* Raising TAC Case with Cisco for any kind of network device replacement.

**End Client: DELL** Dec ’07- May ’08 (6 months)

**Role**: NOC Engineer L1

**Responsibility**

* Maintain and monitor the Network Links.
* Troubleshooting issues which fall under L1 support for all the network devices like Routers / Switches.
* Worked on all console monitoring tools for checking the performances of the Server, Storage and Network devices.
* Co-ordinating with ISPs and other vendors for any ISP related issues for the Routers and open up a Trouble ticket.
* Raising TAC Case with Cisco for any kind of network device replacement.

**End Client: Netgear** Jun’06-Dec’07 (19 months)

**Role**: Tech Support Executive

**Responsibility**

* Project deals with manufacturing Netgear Routers & Switches.
* Troubleshooting issues which fall under L1 support for all the network devices like Routers / Switches.

**End Client: SS Enterprises** Jun’05 – Jun’06 (12 months)

**Role**: Test Engineer

**Responsibility**

* Involved in testing the appliance and providing the ‘Tested OK”sticker