**IRFAN**

**PROFESSIONAL SUMMARY**

* **10+ years as Systems Administrator** extensive industry experience, specializing in implementation, configuration and administration.
* Expertise in installation, configuration and administration **Citrix Metaframe Presentation Server 4.0/ 4.5/ 5.0 /6.0/6.5**/**7.6**and manage the farm through **Presentation** and **Access Management Console**.
* Performed conceptual designs for **Citrix XenApp 6.5**, **XenDesktop 5.6**, and 7.0, **EdgeSight 4.5** and **5.0**, **Password Manager**, **Citrix Access Gateway**, **Netscaler 9.x**, **Application Streaming** by researching operational needs and **Provisioning Server 6.0/6.1** discussing with application experts and application users.
* Worked on install and configure the Database server for **Citrix XenApp 6.5 Farm.**
* Worked on installation**,** configuration and administration of **XenDesktop 5.0 and 5.6**
* Worked on installation, configuration and administration of **Provisioning Server 6.1**
* Managed **VMware ESX 3.x, 4.x and 5.x**  with **Virtual Center server 2.5** and **vCenter 4.0/5.0/5.5**  for managing multiple **ESX servers**
* Experienced in **ESX Architecture**, guest **OS** installation, setting up of **VM** priorities, **Cloning, Templates, and Snapshots**
* Extensive knowledge in advance features **of ESX vMotion, svMotion, VM Lab Manager and Orchestrator**
* Ability to implement **VMware’s Virtual Switch technology; port aggregation, NIC teaming, vLAN trunking, and port groups**
* Expertise skills to create and manage **VMs, Templates, Cloning, and managing Snapshots.** Perform VMware**vMotion™ migrations.**
* Analyzed Virtual Machine using **VMware Guided Consolidation.P2V, V2V, V2P migration using VMwarevCenter Converter and Plate Spin 6.8.x.**
* Extensive experience in **Windows 2008 R2/2008/2003 Servers** at single or multi domain platforms.
* Extensive understanding of **networking concepts** which includesConfiguration of **networks, Router** and **Switch configuration (Juniper, Cisco and HP), TCP/IP, Content Filtering, VLANs, Routing in LAN/WAN and wireless networks.**
* Excellent understanding of **networking fundamentals** and **network security**. Installation, Configuration and managing **Firewalls** like **Juniper SRX, Cisco ASA** and Checkpoint **IP** Appliances with **content filtering, Web filtering, NAT, Application Publishing to public IP, log analyzing with Syslog Server**. Experienced in installation, configuration, and design recommendations of **Cisco router and switches**.
* **Good communication** and **team management** skills and worked as part of the **Technical Support** Team by involving in the documentation, technical manuals, software guides and instructions, executive briefings and presentations.
* **Self-motivated, quick learner**, &**hardworking** making it easy to handle multiple demands & competing priorities. Interpersonal, organizational, and skills facilitating the ability to work independently as well as a part of a team.

**TECHNICAL SKILLS / TOOLS**

|  |  |
| --- | --- |
| **Operating Systems** | Windows 2003/2008/2008R2/2012/ Windows 2000  Windows XP / Windows NT / Windows 9x, VMWARE ESX |
| **Networking Protocols** | TCP/IP, DHCP, DNS, WINS, Active Directory, Terminal Services, FTP |
| **Hardware** | Cisco UCS B200,HP C7000 ,HP Prolient DL360 G7, DL380 G6,DL385 G1, DL385 G2, HP Blade BL35p,BL460c G6, BL 465c G6 IBM X Series |
| **Virtualization** | VMware ESX 3.0, 3.5, 4.0, VMware Infrastructure 2.0/3.0, Putty, Vmconverter, VMware vSphere, VM vCenter server, VMware vMotion, VMware view, VMware ThinApp, VMware Workstation, VMware Player |
| **Terminal ApplicationServers** | Citrix Metaframe XP/3.0/4.0, Xen app 4.5/5.0 on  2008/6.5/7.6 |
| **Databases** | SQL Server 2000/2005/2008, Oracle8i, 9i, 10g, MS-Access, My SQL |
| **Web Technologies** | HTML, PHP, XML |
| **Web Servers** | IIS 5.0/6.0/7.0 |
| **Mail Servers** | Microsoft Exchange 5.5/2000/2003 |
| **SAN** | Hitachi Freedom store 9900, EMC Clarion CX700, EMC DMX**2000**, XP1024, XP1**2000**, SUN A5200, D1000, A1000. |
| **Tools** | VNC, WebEx, ADMT, Remedy, IBM ISM MAXIMO, AD Snapshot Tool, Tivoli Backup Exec, DS View, ILO, **NetworkRegister** and **Blade Logic** |

**EXPERIENCE**

**LyondellBasell , Houston, TX February2015to Present**

**Role: Citrix Administrator**

**Responsibilities**

* Responsible for administering and supporting applications in 200 Citrix server environment on Windows Server 2003/2008.
* Responsible for Terminal server builds and **Citrix XenApp** server deployments in both Physical and virtual environments.
* Provided **24/7 Production support** for Citrix environment.
* Coordinated with the various applications teams and deployment of new environment, installation, configuration and maintenance.
* Created worker groups, configure Citrix XenApp policies ,
* Created load evaluators to manage and use **Edge-Sight server, TCP view** etc. to figure out the root cause of the critical issues and troubleshoot them.
* Responsible for installing in-house and 3rd party applications on **Citrix Terminal Servers** and publishing to users through **Citrix Delivery console (AMC Center).**
* Configured, troubleshoot and monitored core services such as Active Directory, **TCP/IP, DNS, WINS, DHCP and group policy.**
* Administered Citrix provisioning services **console 6.1 and 7.1**.
* Installed and configured **Citrix XenApp 6.5**, published applications, created worker groups, Configure XenApp policies including printing and workspace control for 500 users on **windows server 2008/2008R2/2012 R2.**
* Installed, Configured, maintained and troubleshoot **Citrix presentation server 4. 5/5.0** on windows server 2008/2008R2/2012 R2.
* Design, implement and maintain **VMWare** and based infrastructure.
* Responsible for trouble tickets created by users and application support team from various locations and also worked with Citrix support in case of complex issues, working closely with business units inside the organization to deploy applications on Citrix servers.
* Evaluate, test, deploy and maintain **VMWare** software and upgrades.
* Manage and maintain **Citrix Presentation Server 4.5 Farms** and also plan, test, install, configure and manage different applications.
* Troubleshooting Citrix application related issues, Printer issues, **Citrix Resource manager** issues etc.
* Created load evaluators according to organizational requirements.
* Configured Web Interface for users to launch published applications for multiple domains.
* Resolved various changes and issues in LAN/WAN and DNS infrastructure which resulted in minimal network and system interruption.
* Virtualized the applications using **Citrix Streaming Profiler** and **Microsoft App-v.**
* Working experience on **VBScript** and **PowerShell**Scripts.

**GE Corporate , Cincinnati, OH June 2014 to Jan 2015**

**Role: Citrix Build Engineer**

**Responsibilities:**

* Managed and Maintained 3500+ Citrix Servers with 25000 Users connecting concurrently.
* Installing and configuring **Edgesight** Servers on Cloud Network for monitoring and reporting on highly critical to non critical Events.
* Experience with **Xen app 7.6 and Xen desktop**
* Worked on the project for Migrating Apps from Xen app 6.5 to 7.6
* Creating**VDisks** and configuring target devices in **XenDesktop 5.0.**
* Installing and configuring Provisional server 6.1 for **XenDesktop 5.6.**
* Installed and configured **Citrix XenApp 6.5** farm with multiple zones based on geographical locations.
* Migrated servers from multiple decentralized farms to a centralized global farm
* Created VM templates with Citrix image and Xen prep utility to join the servers directly to the farm.
* Installed and configured new **Web Interface** servers.
* Procedures for troubleshooting, configuring, and setting up virtual servers.
* Worked on Installation & Configuration of **VMware ESXi Server**
* Upgraded the Target device software by doing a reverse **image process**
* Creating User Accounts, Configuring User Profiles, Creating local and Global Groups and implementing Group Policies.
* Worked on Farm ZDC’s issue when users complained about user connectivity to web interface servers
* Removed the Faulty ZDC from **web interface** site load balancing so that users would not be directed to through the problematic ZDC
* Worked with the networking team in load balancing the web servers with virtual IP and Virtual URL
* Added Multiple farms to the production URL’s
* Managed the XD using **Citrix Desktop Studio and Desktop Director**.
* Installed /Configured **Appsense Management Center** and Uploaded polices created in the Environment manager.
* Created various policies in the **Environment manager** for mapping drives, printers, folder redirection etc.
* Imported **ADMX** files to the EM and created a lock down environment for Citrix Xen app Environment.

**L & T , Raritan, NJ April 2013 to May 2014**

**Role: Citrix Admin**

**Responsibilities:**

* Performed **engineering** and **technical** lead role on agent application delivery project, which affected 2500 users. The project implemented **Citrix XenApp 6.5** to replace remote application installation.
* Installing and configuring **Xendesktop 5.**
* Creating**VDisks** and configuring target devices in **XenDesktop 5.0.**
* Installing and configuring Provisional server 6.1 for **XenDesktop 5.6.**
* Installed and configured **Citrix XenApp 6.5** farm with multiple zones based on geographical locations.
* Migrated servers from multiple decentralized farms to a centralized global farm
* Installed and configured new **Web Interface** servers.
* Working in Planning of disaster recovery and implementing the same.
* Worked on installation, configuration, and administration and troubleshooting on **VMware ESX 3.5 & 4.1** environments including support for Virtual Center management, **DRS, HA&vMotion.**
* Worked **VMware ESX 3.5** infrastructure to **VMware vSphere 4.1** and **VMware vCenter 4.1**.
* Procedures for troubleshooting, configuring, and setting up virtual servers.
* Involved in Disaster Recovery restoration of **Microsoft Windows 2003** Active Directory Domain controllers.
* Worked on Installation & Configuration of **VMware ESXi Server**
* Working in analyzing and **implementing OS patches** and hot fixes as well as other **OS** configurations and updates using Blade Logic Patch Management tool.
* Managing Domain Controllers and Additional Domain Controllers.
* Configuration of **Domain Naming Server (DNS**) and Dynamic Host Configuration Protocol **(DHCP).**
* Implementing Disaster Recovery by Optimizing **FSMO** roles Placement.
* Creating User Accounts, Configuring User Profiles, Creating local and Global Groups and implementing Group Policies.
* Deploying and managing **Windows, Linux** and Solaris Operating systems in the virtual environment
* Sharing Folders, Planning and Assigning NTFS Permissions and System Policies.
* Installation of **Operating Systems Win 98, Win XP, Win NT, Win 2003.**
* Configuration and Managing Remote Installation Service **(RIS**).
* Implementing user administration like adding, deleting and modifying user accounts.
* Installation of various software applications.
* Configured and maintained new VM’s and Installed Microsoft **Windows 2008/2003 Servers,** managing **VM’s and ESX servers by using VIC,** Putty and Web Access and installing the **VMware** Tools on the **VM.**
* In depth working knowledge in Network Security Design Methodology and Cisco Nexus, **AVS, ASA, SharePoint etc.**
* Responsible for operations and maintenance for **TCP/IP.**
* Performance monitoring using **VizoncoreVfoglight.**
* Providing network support and ensuring the business is run without failure.
* Responsible in maintaining up-to-date documentation of IT activities.

**Health Port , Atlanta, GA July 2011 to March 2013**

**Role: Citrix/VMware System Admin**

**Responsibilities:**

* The project involved administering and **maintaining XenApp 5.0 on 1150 servers** with a total user base of 4700 end users.
* Administrated and Implemented **Citrix Presentation Server 4.0/ 4.5,** built and maintained Farms, Member Server, Citrix License Server, Data Collector, Data Store
* Setup, Configured and Published application in Citrix Fat and Thin Client via Citrix Presentation Server
* Configured and Trouble-shooter via a web portal which include Printer issues to Farm errors
* Installed and Configured Window 2003, Terminal Server, Terminal Licenses and **IIS 5.0/6.0 Servers**
* Extensively worked in Active directory, group Policies, and DHCP for optimal performance
* **Upgraded Citrix XenApp 4.5 farm to XenApp 5.0 farm** with the latest hotfix roll up packs.
* Built-out infrastructure/servers for XenApp 5.0 farm and decommission infrastructure servers in the old farms.
* **Installed and configured Citrix XenApp 5.0** farm with multiple zones based on geographical locations.
* Migrated servers from multiple decentralized farms to a centralized global farm
* Installed and configured new Web Interface servers.
* Build application servers based on the business requirements and assisted various test teams in pre-production environments to validate the application functionality
* Installed and configured edge sight 5.3 for end to end monitoring. Generated alerts and reports on edge sight to monitor health of server farm.
* Ran CDF traces and SQL profilers and worked with Citrix to troubleshoot IMA issues caused by corrupt DLL’s.
* Created, tested and applied new **Citrix policies** and custom load evaluators based on line of business requirements. Customized applications using windows policies.
* Created user guides for **Citrix application** access via Web Interface website and **Citrix client installation.**
* Worked on course introduction of **Citrix provisioning services (PVS).**
* Installed and configured monitoring tools such as **MOM, Lotterware, Tivoli and ESM** in the **Citrix** environment.
* Streamed virtual applications using **Microsoft App-V to Citrix servers** and delivered to end users as published applications.
* Installation and Configuration of networks, router/switches configuration and wireless access point/router with security, TCP/IP, VPN, Content Filtering, Access Control Lists on router/switches, **VLANs** (port mapping, naming etc.), and routing IP address in both **LAN/WAN** and wireless networks.
* Installed and configured Citrix web interface and secure gateway.
* Implemented group policies to lock down terminal servers.
* Troubleshot issues with published applications and client access.
* Installed and configured Citrix Edge sight for end to end monitoring.

**Progressive Insurance , Cleveland, OH September 2009 to June 2011**

**Role: Citrix Administrator**

# Responsibilities:

* Maintenance and troubleshooting of 60 Plus **XenApp VM.**
* Installing and testing applications in Citrix environment.
* Ensure **Citrix XenApp 4.0** servers are up-to-date with latest rollup, hot fix and service packs as well as server 2003 update.
* Upgraded **Citrix XenApp 4.0 farm** to **XenApp 4.5 farm** with the latest hotfix roll up packs.
* Built-out infrastructure/servers for XenApp 4.5 farm and decommission infrastructure servers in the old farms.
* Worked on Install and configure the database server for **XenApp 4.5 Farm**
* Worked on upgrading , updating & managing the **XenApp Servers**
* Packaged applications to a distributed systems **desktop environment**.
* Worked on installation of **MS Windows Server 2003.**
* Developed automated install MSI packages of Microsoft all in house and third party software with Wise Package Studio.
* Worked on use of delivery controller to publish the **Desktops**
* Implemented **VB scripts in custom actions**.
* Created **MSTs** (Transforms) to customize vendor provided MSIs to meet specific needs.
* **MSI package validation** to ensure robust and reliability **Windows Installer packages.**
* **Tested and debugged MSI packages** to make sure that they function properly for all users on the managed Windows XP Platform.
* Implemented **Windows Installer patches (.MSP)** to existing installed version of windows installer based applications.
* Corrected **Internal Consistency Errors** using Install Shield’**s** Setup Editor, **Windows Installer SDK tool ORCA, and Microsoft Dependency Walker.**
* Used **VMware Workstation** to package the application on a clean virtual image.
* Created Images of Base and Clean Machines according to the client’**s** Standards.
* Used VB Scripts to wrap the .MSI and to **automate/schedule the tasks**. Also worked on **Batch files** and migrated them to **VB Scripts.**
* Developed Installation packages using Wise Package Studio, Highly expertise in MSI tables, components and features.
* Worked on Setup & Manage Forest, Domain And Child Domains in **Windows Server 2003**
* Used tools such as **Filemon and Regmon and Procmon** to debug application issues.
* Worked on SMS Admin Console for **SMS 2003** to deploy MSI Packages into Distribution System.

**Wells Fargo, St Louis, MO March 2005 to August 2009**

**Role: Windows System Administrator**

**Responsibilities:**

* Installed, configure and troubleshoot computer hardware, operating systems, network configurations and software.
* Managed the installation and **configuration of Windows 2003 Server/Workstations**
* Installation & administration of Windows 2003 Domain Controllers, **Active Directory Design**& Architecture, File/Print/Database Servers
* Provided Norton Antivirus support for virus security
* Replaced defective Computer and Network equipment as needed such as switches and routers.
* Windows 2K/2003, Installation and configuration and designing of **Active Directory**
* Configured **Group Policies, Active Directory, Exchange,** password resets etc. Secured client Wireless Networks using encryption and redeployed their **Wi-Fi**equipment for proper signal and usage hence improved their bandwidth and productivity.
* Configure, troubleshoot and monitor core services such as **Active Directory, TCP/IP, DNS, WINS, DHCP** and group policy
* Supported 75 end users in many aspects of the hardware and software environment.
* Installed hardware, applications, **maintained LAN / WAN / Wireless networks**, support remote access users, develop documentation, the IT team.
* Managed network servers and components including installation, configuration and maintenance.
* Prepared and presented report to management on organization’s security and virus protection audit.

# EDUCATION

**Associate Degree in Arts**

Houston community College, Texas.