**David Horoff**

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***Certified Microsoft Technician and LANDesk Engineer with expertise***

***in systems administration and desktop engineering.***

**Summary of Qualifications**

* 7 years of hands on experience providing desktop support and system administration, including analyzing, designing, installing, maintaining, and repairing hardware, software, and peripherals.
* Strong ability to quickly identify a problem and find an appropriate solution.
* Proven ability to work as part of a team or work independently with little supervision to achieve company goals.
* Proven ability to priortize tasks, clearly organize and plan a resolution, and follow through with great attention to detail.

**Computer Skills**

* **Hardware**: Dell Servers, Dell/HP/Lenovo workstations, IGEL/HP thin clients, Wyse Xenith zero clients, and various printer hardware
* **Software**: Microsoft Office 2003-2010, Lotus Notes 8-9, Citrix Xenapp 5, Xenapp 6.5, and Xendesktop 5.6, LANDesk 9.0 and 9.5, VMWare ESXi 4.5 and 5.1
* **Operating Systems**: Microsoft XP/Vista/7/8, Windows Server 2003, 2008, 2008r2, Mac OS X

**Certifications**

* MCSE: Server Infrastructure
* MCSA: Windows Server 2012
* MCSA: Windows Server 2008
* MCTS: Windows Server 2008 Network Infrastructure, Configuring
* MCTS: Windows Server 2008 Active Directory, Configuring
* CLE: Certified LANDesk Engineer, Systems and Security
* CompTIA A+
* CCA: Citrix XenApp 6 Administration
* CCA: Citrix XenDesktop 5 Administration

**Professional Experience**

**RPM Performance Coatings Group, Maple Shade NJ**

***LANDesk Administrator, 03/2010-Present***

* Administer Microsoft Windows Servers (Active Directory), Microsoft workstations, thin clients, and Apple workstations.
* Established a patch management schedule for all company workstations utilizing LANDesk Management Suite
* Setup and configured a Citrix XenDesktop 5.6 environment utilizing VMWare ESXi 5.1 and Machine Creation Services (MCS)
* Setup and configured a WSUS server to maintain a central repository of updates for all corporate servers.
* Migrated company from LANDesk 9.0 to 9.5 by establishing a new core server and peforming a side by side migration.
* Established secondary LANDesk core server in the UK and split our environment into two. Utilized core synch to assist in the process.
* Provide Senior level support for the LANDesk administrator in the UK and with the desktop support technician in our corporate office.
* Administer Windows servers providing DHCP, DNS, printing functionality, and File server functions.
* Provided centralized workstation management utilizing Group Policy objects (GPO).
* Responsible for purchasing all corporate workstations and software, obtaining quotes from vendors and working closely with our purchasing department.

**Burlington Coat Factory, Burlington NJ**

***Help Desk Technician, 02/2007-03/2010***

* Provided first and second level support to corporate users.
* Deployed new workstations utilizing imaging tools such as Norton Ghost.
* Provided support troubleshooting Blackberry mobile devices.
* Provided support for handheld scanners in the distribution center.
* Deploy new printers and verify LAN port is on the printer VLAN.
* Coordinate and perform large scale departmental moves.
* Assist in upgrading distribution center to new management system, including updating label printers, hand scanners, and terminals.
* Assisted Windows Server Administrators with a mail migration project moving users from an IMAP mail server to Microsoft Exchange 2007.
* Maintained a consistent high rate of help desk ticket resolution and customer service.

**Education**

**Chubb Institute, Cherry Hill NJ**

***Diploma in Computer Networking and Security, 2006***

* Maintained perfect attendance and 4.0 GPA