CURRICULUM VITAE

**HARSHA VARDHAN P**

#35/36 Cauvery Nivas, 12th Cross,

Kalappa Layout, Basavanagar,

Bangalore-37.

**Mobile:** +91- 7411935530 **E-mail:** Hardhan1990@gmail.com

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**OBJECTIVE:**

A Network administration position that uses my technical and inter-personal skills; or a role evaluating new technologies especially in the security and networking marketplace.

**EDUCATION:**

B.Sc. in Computer Science, Bangalore University, Karnataka, 2010.

**SYNOPSIS:**

* Having **4 years and 6 months** of total experience in IT environment as Citrix Administrator/System Support Engineer.
* Administration & Troubleshooting of Citrix Presentation Server 4.5, XenApp 6.5 and XenDesktop 5.6.
* Knowledge onCitrixXenDesktop and Provisioning Services.
* Performance monitoring, general system maintenance & on-call support as well.
* Managing of Farms, Zones, Server load, Load Balancing and Load evaluators.
* Implementing Citrix Policies and Configuring Printing for Citrix Clients.
* Deploying Streamed Applications tousersandTroubleshootingXenApp Environment.
* Experience on Patching and Software Upgrades.
* Troubleshooting on Citrix Printing.
* Remote Administration and Maintenance.
* Worked on remote connection tools like RDP.
* Ability to manage Incident & Problem Management.

**TECHNICAL EXPOSURE:**

**Operating System** : Windows Server [2003, 2008,2008R2], XP and Windows7

**Virtualization Technologies** : Citrix presentation server4.5 & Xenapp6.5, XenDesktop5.6,

PVS 5.6

**Domain Knowledge** : Citrix Components, Windows.

**Ticketing Tools :** BMC Remedy.

**Work history:**

* Working as a **System Administrator** with **CBSI INDIA PVT LTD,** Bangalore for the Client **IBM INDIA PVT LTD,** Bangalore from June, 2015 till date.
* Worked as a **Citrix Administrator (Support Level – L2)** for the client GWL with **XCHANGING TECHNOLOGIES PVT LTD,** Bangalore from January, 2012 to May, 2015.
* Worked as a **System Support Engineer** with **SIEMENS INFORMATION PROCESSING SERVICES PVT LTD**, Bangalore from September 2010 to January 2012.

**DesCRiption:**

* Citrix Server Administration and Maintenance.
* Incident management and performing changes on the servers as per Change Management process.
* User Support on various Issues through Tickets.

**RESPONSIBILITIES:**

**Citrix XenDesktop Administration**

* Resolving issues of VDI(Virtual Desktop Infrastructure) and sVDI(Secured Virtual Desktop Infrastructure)
* Performing Level-2 troubleshooting with admin privileges and resolving the issues of VDI & sVDI
* Remotely resolving all sort of computer issues where no physical action required
* If a physical investigation/actions need to be performed, guiding the desk side engineers and instruct them until the issue is resolved
* Virtually performing Admin related tasks/functions using VMware vSphere client.
* Providing guidance/trainings to Level 1 engineers about all the new product/service updates.
* Creating KB articles((Knowledge Base)) based on the new resolution method /new fix found.

**Citrix XenApp Administration:**

* Installing, configuring and managing the windows 2003 & 2008, 2008 R2 Servers.
* Managing and Maintaining of Citrix Servers/Farm.
* Installation and configuration of applications and software on the newly installed Citrix Servers.
* Managing of Citrix Presentation Server4.5 andXenApp6.5 Farms.
* Configuring Farm settings, ICA SessionsandPolicies.
* Administration and monitoring the health of Citrix Servers via Citrix Access Management Console and AppCenter daily.
* Knowledge ofCitrix resource manager, load managerandprinter management.
* Day to day health monitoring of the servers and taking appropriate steps to keep the Environment under control.
* Managing the Citrix XenApp server policies for session printers and auto creation of local printers.
* Troubleshooting of ICA and IMA access issues.
* Working on various server alerts like disk space, memory utilization, services etc.
* Creating Citrix Web Interface Sites and managing load balance for them. Handling Citrix WI and users accessing issues.
* Citrix Hot fix management and patch management for Windows servers.
* Expertise on Creating virtual machines, install operating systems inside VM’s and install tools and configure these VM’s based on customer requirements.
* Good Knowledge and experience Deploy and Manage Virtual Machines.
* Creating and cloning virtual machines in VMware environment using vSphere client.
* Installing, configuring and managing the windows 2003 & 2008 Servers.
* Remote Support engineer & providing technical support for internal users.
* Creating & Managing User Accounts in Active directory.
* Installation, configuration of various applications and Software's.
* Handle User administrator task like User id creation, Password reset.
* Giving folder and file permission.
* Monitoring and troubleshooting CPU utilization and Memory.
* Installing, Maintaining and Finding solution for the applications software.
* Providing support to the Customers with MS Windows & Applications, Outlook 2000,2003,2007 configuration and Trouble shooting.
* Managing the Local & Network Printers.
* Administration and monitoring the health of Citrix Servers via Citrix Access Management Console and Citrix AppCenter.
* Solving Citrix Launching Application Issues and login Issues to the server for the Users.
* Troubleshooting of Citrix Web Interface, ICA and IMA access issues.
* Citrix Hotfix management and patch management for Windows servers.

**PERSONAL PROFILE**

Name : Harsha Vardhan P

Gender : Male

Address for communication : #35/36 Cauvery Nivas, 12th Cross,

Kalappa Layout, Basavanagar, Bangalore-37.

Contact No. : +91- 7411935530

Linguistic Abilities : English, Hindi, Telugu, Tamil & Kannada.

Nationality : Indian

Marital Status : Single

Date of Birth : 05-06-1990

E-Mail : Hardhan1990@gmail.com

**DECLARATION**

I hereby declare that the all the details furnished above are true to the best of my knowledge and belief. Thank You.

**DATE : (HARSHA VARDHAN P)**