

## SUMMARY

**A global information technology leader with ~22 years of it experience in the financial, mortgage, banking, healthcare, logistics, warehousing and storage, transportation services sector, insurance, technology, and technology consulting industries. Former sox compliance and HIPAA officer. Public, private, and government (department of defense, Medicare) contracts – secret clearance (2012), sponsored for top secret C2 clearance in (2015).**

- 22+ years deep-dive technical expert with extensive hands-on experience and distinguished by reputation as subject matter expert in Microsoft OS, Microsoft Technologies – Active Directory, Azure, Exchange Server, Hyper-V
- 22+ years Citrix and NetScaler (ADC) design, implementation, and migration experience – more than ~20,000 users
- Globally dispersed and diverse experience in large enterprise IT - EDS, GMAC Financial, Ally Financial Services, Perot Systems, Dell, Blue Cross Blue Shield SC, First Data, American Airlines, AIG – American Insurance Group
- 9+ years' operating as a self-employed technology consultant – sole proprietor – intellectual property and referral business

## EDUCATION

**Southern Methodist University – Advanced Engineering**

**2006 Global Knowledge – Microsoft Technologies**

**2007 Global Knowledge – Microsoft Technologies**

**2002 Foundstone – IT Security and Privacy**

**2009 MTM Technologies – Citrix NetScaler**

**Pluralsight Academy**

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Networking Technologies – NT Server, TCP/IP, DNS, Subnetting

Information Technology Infrastructure Library – ITIL V2

Microsoft Certified Systems Engineer

Ultimate Hacking Expert – 3 days hands-on

Citrix NetScaler Appliance 9.0

Microsoft Azure Fundamentals (AZ-900)

Microsoft Azure Administrator (AZ-104)

Managing Microsoft 365 Identity and Services (MS-100)

Microsoft Azure Architect Design (AZ-304)

Microsoft Azure Architect Technologies (AZ-303)

## CERTIFICATIONS

Microsoft Certified Professional (June 8, 1998)

Microsoft Certified Systems Engineer NT 4.0

Microsoft Certified Systems Engineer 2000

Microsoft Certified Systems Engineer 2003

Microsoft Certified Systems Engineer 2008

Cisco Certified Network Associate

Microsoft Operations Framework (MOF)

Microsoft MCSA Certified (Sept 12, 2002)

Citrix Certified Administrator - Metaframe

Citrix Certified Administrator - Presentation Server

Citrix Certified Administrator - XenApp

Microsoft Certified Professional

ITIL V2 and V3 Certified

Microsoft Azure Fundamentals Certified (2021)

## RECENT AWARDS



**January 2018 – 2019 – 2020 Awarded Distinguished Expert in Citrix Technologies (voted by peers)**

<https://www.experts-exchange.com/expertAwards/annual.jsp>

<https://www.experts-exchange.com/Certified-Expert/directory/#trusted>

**Experts Exchange Profile:** <https://www.experts-exchange.com/members/vcissgroup.html>

**Citrix Publications:** <https://www.experts-exchange.com/members/vcissgroup.html>

## RELEVANT SKILLS – ABRIDGED

**Microsoft OS:** NT 3.51, NT 4, NT 4 Terminal Server, 2000, 2003 to 2008, 2008R2, 2012 R2, 2016, 2019, 2022 Preview (Azure hosted)

**Microsoft On-Prem:** Single/Multi Active Directory (Functional: 2000 to 2016), Group Policies, FSLogix, DFS, AD DNS

**Azure Hybrid:** Office 365 Hybrid – Exchange/AD, AD Connect, ADFIX, ADSI, ADFS and/or Cache Writeback, ExpressRoute

**Azure Design:** Management Groups, Multi-Tenant, Regional Resource Group, Virtual Network / Subnet / VPN / ExpressRoute

**Azure Networking:** Application LB, DNS GSLB, Layer 7 FW, Layer 7 LB, Web Proxy, Web App FW, LB by proximity

**Citrix Infra:** Winframe, Metaframe, Presentation Server, XenApp, XenDesktop, CVAD, & Citrix Cloud and Workspace

**Citrix Svcs:** StoreFront, Director, MCS, Provisioning Server, UPM, Citrix Policies, Citrix Receiver, Workspace

**Citrix Networking:** NetScaler (SDX, MPX, VPX), FIPS-2 NetScaler, Insight HDX, Command Center/MAS, one-arm, two-arm, multi-arm

**Hypervisors:** VMWare ESXi, Microsoft Hyper-V, and Citrix XenServer

**Troubleshooting:** Wireshark, Process Explorer, Process Monitor, VMMap, TCPView, Fiddler, Burp Suite

**Automation:** VBScript, Batch Scripting, PowerShell, Azure PowerShell, Azure CLI, JSON Templates, Azure Policies, Tags

**Protocols:** HTTP, FTP, DHCP, SMTP, TFTP, TCP/IP, WINS, ICA, FMA, EDT, SMB, ICMP

**Networking:** Cisco Switch, Router, Meraki, PIX Firewall, NetScaler, IronPort, AlienVault, Sonicwall,

**Load Balancing:** Citrix NetScaler (SDX, MPX, VPX), Citrix ADC, Kemp

**CyberSecurity:** Kali Linux, Kali NetHunter, HackerTools.com, Tails, WireShark, CVE Compliance, SOX Compliance, HIPPA Compliance, NIST

## EXPERIENCE

### VCISS Group – IT Consultant

**Global**

**April 2012 to Present**

*~8 years established credibility as a sole proprietor independent consultant responsible for all aspects of project delivery, management, collaboration, and personal accountability. Unconventional approach style leveraging internal resources, establishing immediate rapport and trust, and complete transparency in working together as one team and unified goals. An extension to existing teams with dotted lines to cross-silo management teams, stakeholders, and leadership.*

#### VCISS Group Summary

Company Name	Location	Start to End Dates
Centre Technologies	Richardson, TX	March 2019 to June 2019
Methodist Health Systems	Dallas, TX	September 2017 to June 2018
Application Underwriters	Oak Ridge, TN	April 2016 to July 2017
Blue Cross Blue Shield of South Carolina	Columbia, SC	April 2014 to January 2016
American Insurance Group (AIG)	Fort Worth, TX	December 2013 to January 2014
Toluna USA	Dallas, TX	June 2013 to October 2013
Ascena Retail Group	Mahwah, NJ	February 2013 to May 2013
First Data Corporation	Englewood, CO	October 2012 to December 2012
American Airlines	Fort Worth, TX	April 2012 to September 2012

### NEOVIA LOGISTICS LLC

**Irving, TX**

**July 2019 to November 2020**

*Neovia Logistics (formerly known as Caterpillar Logistics Services) provides supply chain management services and more than 50 third-party companies in aerospace, automotive, consumer durables, industrial manufacturing, mining, oil and gas, and technology. Neovia Logistics operates from almost 100 facilities in 25 countries worldwide, with approximately ~4000 global employees and annual revenue of ~\$200 million.*

#### **Senior Systems Engineer | Citrix Architect and SME | Lead Systems Engineer – Special Projects**

One of four senior engineers responsible for IT global infrastructure services consisting of multiple autonomous geographically dispersed production data centers [connected by dark fiber]. One of two Senior Citrix Engineers accountable to deliver on strategic and global impacting digital transformation initiatives.

#### **Special Projects Summary**

- Citrix Ecosystem Upgrade from 2008R2 to Server 2016 and ~3500 concurrent sessions
  - Migrate line of business applications from 2008R2 (XenApp and shared VDI) to Server 2016
  - Dual datacenter active/active design – Citrix SDX 11500's, Citrix Gateway, GSLB
  - Office 365, Office 2019, and Skype for Business – installation, configuration, optimization of 2016 PVS images
  - Worked closely with application owners to install business applications in development environment, schedule validation testing and coordinate change management cutover to production
  - Reverse engineered multiple applications and dependencies with missing installation packages and minimal or missing documentation
  - Leveraging Office 365 and Skype for Business in PVS images – a combination of FSLogix – Roaming – and Redirected folder strategies per Silo and implemented Citrix Workspace Environment Management with containers and highly available.
- Citrix NetScaler SDX 11,500's – GSLB – Dual Datacenter – Active/Active
  - Maintain/upgrade Firmware, SSL/TLS Certificates with Root, and Intermediate CA management
  - Add/Remove Services, Servers, LB VIPs relative to internal hosted websites and other services
- Citrix IT Security Posture Vulnerability Assessment and Remediation
  - Citrix PVS Images & Infrastructure AV migration to Cisco AMP from McAfee and DUO Multi-factor
  - Citrix NetScaler SDX 11500 – Maintain and administration of multiple HA Pair VPX virtual machines
    - SSL Certificates, XML and STA Encryption, StoreFront to Broker Encryption
- CALMM – Citrix Application Lifecycle Management Methodology (Published Best Practice)
  - Proposed and wrote Citrix Application Lifecycle Management Methodology (CALMM) to address a critical gap between Citrix platform upgrades and business applications hosted on XenApp and VDI
  - CALMM addresses the growing complexity of hosting business-critical applications where each new application introduces additional complexity
  - CALMM principles ensure underlying core infrastructure must adhere to a strict upgrade schedule that aligns with both Microsoft and Citrix - cumulative updates, feature releases, and security patching
- WEM – Citrix Windows Environment Management Project – Upgrade 4.7 to 2006 – Implement Containers

- Planned, coordinated, and completed Citrix WEM 4.7 inline upgrade to version 2006
- Implemented WEM Containers for independent silos: Red Prairie/JDA, SAP, Published Apps, Shared VDI
- Defined WEM Containers by Silo and custom RAM, CPU, and I/O optimizations by monitoring and analyzing both user and application behavior in real-time
- Compute and Storage Right-Sizing Initiative
  - A key contributor to reducing IT expenses by \$1.5 million dollars in infrastructure operational expenses and prevention of additional staff reductions - CPU, Memory, IO, Disk Space - Virtual sprawl, migration of Test, Development and Production to Microsoft Azure
  - Identified on-prem resources as candidates for cost saves by migration to Microsoft Azure
  - Consolidated Windows Server hosted resources to reduce the total # of virtual servers
  - Identified and adjusted compute resources allocation to match requirements based on trend analysis that resulted in a reduction of monthly expenditures relative to the chargeback model
- Documentation - IT Standards, Process, Policies, Methodology, Principles, Road Maps, Lifecycle
  - Wrote Best Practice and Procedures, Road Maps, Migration Assessment Strategy, and Compatibility Matrix relative to Current and Future Citrix Ecosystem
  - Wrote | Scripted customized PowerShell scripts (updated) for automated Health Checks with reporting of Citrix Ecosystem load-balanced between multiple datacenters, Citrix PVS optimization and seal scripts (PoSH)
  - Revised and optimized and automated Citrix Provisioning Server build image processes and final seal procedures with further automation and reporting
  - Author - Guides and troubleshooting methodologies for Tier 1 and 2 support resulting in higher first hit closure ratios and better end-user experience

## Methodist Health Systems

**Dallas, TX**

**September 2017 to June 2018**

*Methodist Health System is a general hospital based in Dallas, TX, founded in 1935. As of 2019, they had \$1.5 billion in revenue and \$2.2 billion in assets. Methodist Hospitals of Dallas serves the health care needs of North Texas -- from Mansfield to McKinney. Methodist Health System operates ten hospitals and more than two dozen family health centers and medical facilities in Dallas.*

### **Citrix XenApp 7.15 LTSR and Multi-datacenter Design and Implementation**

Two autonomous datacenters and active/passive. Vendor hardware assessment and recommendation to host ~9,000 concurrent user sessions while meeting definitive service level agreements to host Epic software leveraged by physicians and nurses to store and retrieve patient information and protect PMI relative to HIPAA. Citrix is the primary Enterprise Service offering for accessing all Hospital applications for Doctors, Nurses, and staff. Propose solution - required the approval of Methodist leadership, the "Foundation Board of Trustees."

- Compare and validate hardware design based on application SLA requirements
  - Proposed and implemented *Cisco UCS and Pure Flash Storage arrays* required to meet SLA
- Collaborate and negotiate multiple vendor proof of concepts and present findings to leadership
- HA design with Global load-balancing between two autonomous data centers and leveraging Citrix - NetScaler (ADC)
- Subject Matter Expert - Active Directory changes relative to implementing and upgrading Citrix
- Design and implement SQL 2016 cluster leveraging Availability Groups for all databases
- PowerShell scripting - automation, monitoring, alerting, and daily health reports
- Networking, documentation, advanced troubleshooting, specifications, emerging technologies
- Wrote advanced PowerShell scripts to automate Citrix health checks with SMTP reports.
- Wrote Citrix Disaster Recovery Documentation for version Citrix XenApp 7.15 LTSR
- Wrote Citrix XenApp 7.15 LTSR Policies and Guidelines and Help Desk Troubleshooting Guides
- Wrote updated Help Desk Troubleshooting guide for Level 2 Support Teams designed to increase first hit closure ratio

## Appalachian Underwriters

**Oak Ridge, TN**

**April 2016 to July 2017**

*Appalachian Underwriters is a small, family-owned, private insurance company based in Tennessee with only 240 employees and annual revenue of \$75.0M. Appalachian Underwriters is a small, family-owned, private insurance company based in Tennessee with approximately 300 subsidiaries operating under the parent company with approximately ~1200 employees.*

### **Citrix Design, Active Directory Migration, Business Application Migration, DC Migration**

- Migration to VMWare ESX 5.5 from a mixture of legacy VMWare ESX, Hyper-V, XenServer hypervisors
- New Active Directory OU design, Active Directory Group Policy customization, and Citrix Policies
- New Citrix design and migration of business applications from decentralized to centralized DC and hosted at new AT&T DC
- Citrix design leveraging Citrix NetScaler, XenApp, StoreFront, Director, Delivery Controllers (XML, STA), and SQL
- Migrated business applications to Citrix XenApp and Shared VDI solution leveraging Citrix Provisioning Services

- Migration Toolkit: Windows Debug (Windbg), System Internals Process Monitor, Process Explorer, Listdlls, Handle, RAMMap, Autoruns, TCPView, DebugView, Wireshark, Fiddler, HDX Insight, NetScaler MAS, PowerShell

#### **Office 365 Migration Project (E3 License with Azure Premium and Intune)**

- *Prerequisite:* Performed upgrades of Active Directory and Exchange Servers (on-premises) before migration
- *Prerequisite:* Created training and marketing materials for purposes of customer awareness and communicating new features of O365 – leveraging Microsoft Fasttrack templates and months before migration
- Planned, implemented, and coordinated the Exchange 2003 to Exchange 2010 SP3 as pre-migration to Office 365
- Upgraded Active Directory from 2003 to 2012 R2 servers in 2008 R2 native mode – Forest and Domain (from 2003)
- Complex mailbox scenario with multiple mailboxes per user per registered domain name – over **~3000 mailboxes**
- Configured protection for Malware, Spam and Ransomware, Auditing, and DLP in Office 365 Portal
- Implemented Skype for Business in Citrix / VDI Solution post Office 365 Migration Project – Audio and Videoconferencing
- Trained support team on PowerShell and provided automation scripts for automated batch migrations and new hires
- Automated batch processes, migration process, licensing assignment, license, and user reporting – leveraging PowerShell
- Implemented Mimecast SMTP and Archive Cloud Solution before migration and with Journaling from on-premises Exchange Servers and Office 365. Legacy fax and multiple applications required on-premises mailboxes.

#### **Skype For Business Implementation**

- Created training and marketing materials for purposes of customer awareness and communicating Skype use-case
- Planned, implemented, and coordinated implementation of Skype For Business for video and audio conferencing
- Performed initial smaller pilot of audio-video equipment leveraging Microsoft HCL list to ensure the positive end-user experience (our customer)
- Implemented Skype for Business in parallel with Office 365 migration and decommissioning of legacy on-prem Exchange

#### **Security Posture Assessment and Remediation**

- Established Security Committee comprised of IT and mid-level management for purposes of awareness
- I performed a holistic security controls assessment and documented the current-state baseline related to security, including the people, processes, technologies, and proposed final solutions
- Assessed and implemented third-party outsourced Security Operations Center (SOC) – SIEM on backbone and monitoring all SNMP, SYSLOG, Active Directory Logins, Local Server logins, and other custom event log monitoring
- I removed legacy Windows OS (Server 2003 and 2008) and implemented server hardening procedures
- I implemented Mimecast cloud (SMTP) in front of Office 365 and on-prem Exchange Servers with Journaling while in hybrid mode design and pre-migration of all mailboxes to Office 365
- I implemented Journaling to permanent archive solution – Mimecast. In hybrid-mode, this covered all incoming and outgoing email for Exchange and O365. Until the O365 migration completed and local Exchange sunset
- I assessed multiple AV/Ransomware vendors, cost analysis, presented findings, and standardized all server and endpoints to Sophos Anti-Virus and RansomwareX with a single pane management console.

#### **Blue Cross Blue Shield of South Carolina**

**Columbia, SC**

**April 2014 to January 2016**

*Blue Cross and Blue Shield of South Carolina is a mutual insurance firm that offers health and other insurance services, Medicare and Tricare (DoD) contracts, and employee benefits services. Through more than 20 companies, it serves about a million members in the Palmetto State. Blue Choice HealthPlan is an HMO that offers managed care plans to more than 205,000 members.*

**Statement of Work** – Contacted directly by Referral and LinkedIn. I was sponsored for **Top Secret C2 Clearance** by the largest Blue Cross Blue Shield globally. BCBS – SC migrated three autonomous Citrix solutions: Department of Defense (Tricare), Medicare, and Commercial lines from 7.6 to 7.9 – ~18,000 users, 12-FIPS NetScaler's. *It started as a consultation to resolve a layer 2 issue with the NetScaler's where BCBS paid monthly fines of ~\$5000-\$9000 monthly due to breach SLA. I succeeded, where multiple attempts by Citrix Consulting Services failed. BCBS of SC processes 100% of all military medical claims and 80% of Medicare. Top 2% MIPS DC. Millions of dollars in potential losses due to DoD contract termination – resolved all issues.*

#### **Design and Implementation of Citrix 7.6 FP2 – DoD, Medicare, Commercial – ~18,000 concurrent users**

- Inline Citrix Ecosystem Upgrade - Department of Defense Citrix Farm
- Inline Citrix Ecosystem Upgrade - Medicare Citrix Farm
- Inline Citrix Ecosystem Upgrade - BCBS Commercial Citrix Farm

#### **Design - Citrix NetScaler 11500 and 9700 FIPS-2 Firmware (Physical FIPS-2 NetScaler's)**

- Resolve Layer 2 issues with existing FIPS-2 NetScaler design resulting in monthly fines by the Department of Defense

- Eliminated MAC Moves and the potential for Muted interface and resolved all issues, and restored service levels
- Optimized 12 Physical NetScaler Layer 2 network architecture working with Networking Engineering to configure VLAN with Tagging egress packets and switch port set to Trunk mode
- Subsequent upgrade of 12 physical NetScaler's from firmware 10.1.x to 10.5.x to 11.63.16: Nine MPX 9700 FIPS 140-2 compliant. Two MPX 11500 series, one MPX 5500

#### **Internet Explorer Enterprise Mode – Citrix Ecosystem | Medicare | Department of Defense | Commercial**

- Consolidated 18000 Citrix users to single XML file hosted behind DFS Share
- Eliminated over 3000 sites from Compatibility Mode in Group Policy
- Eliminated Internet Explorer 8 from all Citrix images to Standardize on IE 11 and Enterprise Mode

#### **American Insurance Group (AIG)**

**Fort Worth, TX**

**December 2013 to January 2014**

*The U.S. insurance company, American International Group (AIG), generated total revenue of approximately 49.75 billion U.S. dollars in 2019, also known as AIG, is an American multinational finance and insurance corporation with operations in more than 80 countries and jurisdictions. As of January 1, 2019, AIG companies employed 49,600 people. The company operates through three core businesses: General Insurance, Life & Retirement, and a standalone technology-enabled subsidiary.*

#### **Statement of Work – Citrix Design Assessment | Citrix License Agreement | Citrix Tier Organizational Chart**

Assess current Citrix design, Citrix Tower Organizational Chart, Tier 1, 2, 3 support teams, operations, and analysts and make recommendations. Negotiate Enterprise Citrix Licensing Agreement. Coordinate with Human Resources to write job descriptions and define global rate cards.

- Negotiated, reviewed, and obtained approval for Citrix Enterprise Licensing Agreement
  - Reduced licensing costs by ~ **\$400,000**
- Redefined Citrix IT Tower, wrote job descriptions, coordinated with HR to define codes and salary requirements.
- Interviewed and hired for new positions to meet unique organizational chart expectations.
- Wrote Citrix Application Lifecycle Management best practices.

#### **Toluna USA**

**Dallas, TX**

**June 2013 to October 2013**

*Toluna is an online research panel and survey technology, provider. Toluna USA, Inc. was founded in 2000. Toluna USA, Inc.'s headquarters is in Vincennes, Île-de-France, FR 94300. Toluna hosts ~1,000 internal websites customized to third-party customer marketing campaigns.*

#### **Citrix NetScaler MPX 9700 Design and Implement | Citrix XenApp Upgrade**

- Design and implementation - Citrix NetScaler MPX 9700 physical appliances with high availability (active/passive).
  - Customer leveraging a Firewall and NAT rules before NetScaler implementation

#### **Citrix XenApp Migration and XenDesktop POC**

- Architect and implement XenDesktop 7 POC, using Provisioning Server 7
- Architect and implement XenApp 6.5
- Citrix XenApp 6.5 - Static XML Brokers, Data Collector, Single Zone
- Citrix XenApp 6.5 Gold Image for PVS Streamed Image

#### **Citrix NetScaler Content Switch – ~1200 Internal Websites – Content Switch with Single Wildcard Certificate**

- I implemented a custom content Switch with 1500 policies, a Single IP Address, single wildcard certificate
- The heavy content switch supported 1200 internal hosted websites or "panels," behind over a hundred vServers
- Complex "rules" for the content switch, over 300 rules on one content switch
- Architect and implement Citrix NetScaler 10.1, Insight, and Appflow for Citrix NetScaler 10.1

#### **Exchange Server Upgrade and Mailbox Migration | Active Directory Upgrade | Office 365 Hybrid Migration**

- Active Directory upgrade, optimal OU design, AD cleanup – a prerequisite to Exchange Upgrade and Citrix implementation
- Legacy Microsoft Exchange migration project – new hardware, highly available, mailbox migration and decom legacy

#### **Ascena Retail Group**

**Mahwah, NJ**

**February 2013 to May 2013**

*(OTCMKTS: ASNAQ) is a national specialty retailer offering apparel, shoes, and accessories for women under the Premium Fashion segment (Ann Taylor, LOFT, and Lou & Grey) and the Plus Fashion segment (Lane Bryant and Cacique). Through its retail brands operates e-commerce websites and approximately 1,500 stores (as of August 29, 2020) throughout the United States.*



## **Citrix Design and Implementation 6.5 Project**

Design and deliver on Citrix XenApp upgrade, new Citrix Provisioning Infrastructure on VMWare ESX hypervisor. Design and implement Citrix Provisioning Services 6.5. Design, implement Citrix NetScaler HA Pair, configure VIP, SNIP, NSIP, and LDAP authentication. Active Directory domain and forest upgrade and new OU design to support business applications ported to Citrix.

### **First Data**

**Englewood, CO**

**October 2012 to December 2012**

*First Data Corporation is a financial services company headquartered in Atlanta, Georgia, United States. The company's STAR Network provided nationwide domestic debit acceptance at more than 2 million retail POS, ATM, and Online outlets for nearly a third of all U.S. debit cards. The company handles 45% of all US credit and debit transactions, including handling prepaid gift card processing for many US brands such as Starbucks. It processes around 2,800 transactions per second and \$2.2 trillion in card transactions annually, with an 80% market share in gas and groceries in 2014. Referral by SVP of First Data (former GMAC VP)*

### **Statement of Work - Virtual Desktop Bake Off - VMWare Horizon vs. XenDesktop**

Senior Vice President contacted me at First Data – previous VP at GMAC Financial Services (Ally). Considerable investment in VMWare, proposal on the table for VMWare Horizon VDI. Consult (by recommendation) and comparative cost analysis for Citrix VDI.

- VDI bake-off between XenServer and ESXi, Citrix with PVS (My Design), VMWare Horizon (per ESX team design).
- Proposed deployment of Citrix NetScaler SDX to replace existing BigIP F5 legacy solution
- I designed a VDI solution utilizing POD to NAS (iSCSI) versus Fiber Channel – significant cost reduction and alternative to VMware View Horizon.

### **American Airlines**

**Fort Worth, TX**

**April 2012 to September 2012**

*American Airlines is an air transportation services company with ~133,000 employees with approximate revenues of ~45 billion dollars annually. The primary hub and critical IT resources are in the Dallas/Fort Worth metroplex.*

### **Statement of Work – Citrix XenApp and Hyper-V Design | Validation | and Proof of Concept**

Direct Referral - to design and implement a proof-of-concept Citrix-based solution running on Microsoft Hyper-V to support ~1,000 users as part of an initial pilot program to determine strategic direction and blueprint for hosting a line of business applications.

The proposed solution to support ~30,000 concurrent sessions with full redundancy, disaster recovery and yield a cost-effective solution with dynamic growth capability. *The final design produced the intended result. Unfortunately, American Airlines suffered a dramatic loss of earnings. Layoffs were imminent, budgets are frozen, and new project initiatives were placed on hold. The proof-of-concept was solid and vetted but did not come to fruition.*

### **Dell Corporation | Perot**

**Frisco, TX**

**December 2010 - April 2012**

*Dell Technologies Inc. is an American multinational technology company headquartered in Round Rock, Texas. Dell's products include personal computers, servers, smartphones, televisions, computer software, computer security and network security, and information security services.*

### **Team Lead – Senior Systems Engineer and Citrix Subject Matter Expert**

Team Lead and SME responsible for a team of 5 Senior Systems Engineers accountable for designing a new service offering for Citrix Service Offering for Virtual Desktops. At that time, VMWare Horizon was the only service offering available through Perot Systems or Dell. Before my hire date, Dell purchased Perot Systems. Perot Systems/Dell hired me as the Chief Engineer responsible for developing a competing Citrix Services solution.

### **Ally | GMAC Financial Services**

**Flower Mound, TX**

**February 2003 - December 2010**

*Ally Financial, formerly GMAC Financial Services, is a bank holding company organized in Delaware and headquartered in Detroit, Michigan. The company provides financial services, including car finance, online banking via a direct bank, corporate lending, vehicle insurance, mortgage loans, and an electronic trading platform to trade financial assets. Ally is one of the largest car finance companies in the U.S., providing car financing and leasing for 4.5 million customers and originating 1.4 million car loans annually.*

I managed four teams of 30 highly motivated individuals: Application Support, Citrix Services, and GSM Services. Also, I continued to wear the hat of Senior Architect for Citrix Services. My team supported an environment of ~3,000+ servers and ~20,000+ geographically dispersed customers, vendors, third-party outsource developers, consultants, and B2B initiatives. Critical contributors to all significant initiatives across the company include the Bank Holding Company Initiative, Ally Rebranding Initiative, and extensive staff and budget reduction.

Together with the team, we streamlined processes and created a **top-notch "team brand"** critical to the organization. I built a geographically dispersed, cross-disciplined, and highly motivated, and customer-driven team – despite extreme changes to culture, severe economic difficulties, drastic budget cuts, seven layoffs in 2 years – all the while, the teams have remained focused on servicing the customer. Our service levels have remained undiminished or, in some cases, improved. During those layoffs, the senior leadership requested that I take on the responsibilities of managing additional teams.

### Carter BloodCare

**Bedford, TX**

**November 1998 – February 2003**

*Carter BloodCare is in Bedford, TX, United States, and is part of the Ambulatory Health Care Services Industry. Carter BloodCare has 800 total employees across all its locations and generates \$119.76 million in sales (USD). There are 25 companies in the Carter BloodCare corporate family. Backed by a large trust fund with a Board of Directors.*

#### **Director of IT and HIPAA Officer**

My technology career started in 1998 after completion of the Networking Technologies evening courses at Southern Methodist School of Advanced Engineering. A system administrator position, first Citrix implementation on NT 3.51 and Winframe 1.7. Subsequent promotions | System Engineer > Senior Systems Engineer > Data Center Manager > and *Director of Information Technology and HIPAA Officer* in parallel.

- By 2002, Director of Information Technology, nine direct reports, elected Technology HIPAA Officer
- Youngest "Director" in the 85-year history of Carter BloodCare – Required approval by Board of Directors
- Elected to serve as "HIPAA Officer" – Information Security
- I established IT Security policies and procedures to ensure the IT infrastructure's integrity and security – End User, Computer, Internet, Email, Physical, New User, Staff Reduction, and more. Collaboration with HR and Legal teams.
- Responsible for developing, implementing, and maintaining organizational information systems to ensure adherence to HIPAA network security and information privacy rules.
- I implemented change management, service tiers (1-3), help desk guides, new employee onboarding.
- I developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes, and performance measurements to balance continuous innovation with responsible risk-taking.
- I implemented, created, and tested disaster recovery and business continuity plans and maintained an appropriate backup system.

#### **Citrix Winframe 1.8 on Microsoft Terminal Server 4.0**

- Initial POC on Microsoft Server NT 3.51 – proposed paradigm shift away from distributed application to centralized business application concept to the Board of Directors. I migrated all business applications to Citrix – 0% to 100% Citrix solution.
- Within two years, every line of business application migrated to Citrix and distributed compute transformed to Wyse 1200LE thin client devices with a 300KB Linux kernel with 100% of applications hosted in Citrix Winframe 1.8 on NT 4 TS

#### **New Datacenter Design and Migration**

- Designed, planned, completed new ground floor data center build in Bedford, TX, and subsequent consolidation of two legacy data centers to Bedford location. Conceived, wrote, and orchestrated the formation and migration from A to Z
- Migrated two legacy datacenters to a new datacenter in Bedford, TX

#### **IT Security Posture – HIPAA Officer and Director of IT**

- Strategic initiative to inform and educate - data privacy, security, fraud, email, and social engineering scams and IT Security awareness employee training program, newsletters, and monthly scorecard to Board of Directors to demonstrate known threats and importance of employee education and behind the scenes look to keep security at the forefront
- Managed vendor relations for all vendors providing services or support to data center production systems, negotiated vital contracts, and reduced cost.
- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Developed, tracked, and controlled information technology operating budgets and cost and benefit analyses for IT spending initiatives.

### Southwest Securities

**Dallas, TX**

**September 1993 – November 1998**

*Southwest Securities, Inc. was a financial services company founded in 1972 and headquartered in Dallas, Texas. In January 2015, the firm was acquired by Hilltop Holdings Inc. (NYSE: HTH). Hilltop Holdings was also the first Southwest Company parent, a Dallas-based broker-dealer established in 1946 and renowned for its nationwide public finance advisory business.*

**Series 7 and 8 – Registered Financial Representative | Stockbroker | Options Trader**

During these eight years, I learned how to read between the lines of thousands of annual reports and 10K's. The meaningful interpretation and analysis of balance sheets, income statements, and cash flow statements to discern a company's investment qualifications.

- Executed trades in the equity (stocks), mutual fund, and options markets (NASD, NYSE, OTC).
- Extensive sales training, closing skills, negotiating, voice flexion, and human psychology training
- Reviewed thousands of annual reports and 10K's and distributed a weekly newsletter.
- Managed and reviewed portfolios.
- *Published in Dallas Business Journal, November 1997 - <http://tinyurl.com/yzadexr>*