**RAKESH CHINTALA**

**Experience Summary:**

12 Years Extensive experience as a System Engineer / Administrator in all phases of Information Technology experience including in the transition, transformation and delivery of the Application and Operations (Windows, Citrix and Unix Administration, Incidents & Service Requests Handling, Desktop Administration, Infrastructure Optimization, Production Support, Deployment Optimization through Automation, Linux Admin, Application Management, Tech Refresh, Server Monitoring, ITIL, Quality Control and Agile Methodology).

**Career Highlights:**

* Maintained Service Level commitments to all the activities handled for the account, supported as per the agreed customer requirements.
* Follow standard repeatable, reliable and consistent processes and procedures that are account specific. (Includes Incident, Change, Problem, Release, Request, Knowledge, Quality, Issue management etc.).
* Follow the agreed/documented escalation procedures and timelines with Zero Change failures.
* Presenting Change Advisory Board (CAB) Meetings, Send out CAB MOMs. Follow ups for changes discussed during CAB. Co-ordinate changes as needed, downtime assistance during Change window.
* Support in Completing Root cause analysis for all Major and Critical issues on time.
* Proactive in the identification of defects in the operations, which are repetitive and most common.
* Active participation in the problem-solving exercise and monitoring process behavior.
* Experience in working on multiple projects, priorities, and tasks independently.
* Maintained KEDB-Know Error Data Base (Incident/Problem and Known Errors).
* Identify automation/ Continual Improvement [CI] opportunities for the application.
* Experience working with ITIL and Service Management.
* Make sure all the process, procedure and work instruction documents are updated and referred from the common repository (Share Drive/ SharePoint).
* Business Requirement analysis and Gathering Requirements, Design, Installation and Configuration of Servers.
* Experience in evaluating hardware/software products and developing recommendations for management.
* Experience in coordinating with business users and customers for discussing technology and business impacting issues.
* Worked as IT Co-coordinator, Change manager, Quality Analyst, Server Administrator (Windows, Citrix & UNIX - Linux).
* Managed system performance, disk space & system/user processes.
* Reduced disk storage costs and server costs by consolidating data.
* Deployment/Release from Dev to stage and Stage to Production.
* Automated remote control, patch management, operating system deployment, network protection and other various services using.
* Automated set of administrative tools to deploy software, protect data, monitor health, and enforce compliance across all devices in an organization using SCCM.
* Accomplished work/projects/application that requires needs and cost/benefit analysis and resolution of changes in project scope.
* Handled all emergency and sudden Production deployments and backed out the change failures.
* Knowledge on managing and maintaining Office 365. Microsoft Office including Excel, Visio and MS Project, PowerPoint.
* Knowledge and working experience on SQL and in raising Database request and drive to closure.

**PROBLEM MANAGEMENT**

* Escalating critical issues for Problem Management, Follow-up on tickets being raised regularly for re-occurring incidents, Follow-up for permanent fix of the problem and assistance in the completion of Root Cause Analysis report, Understanding the root cause of the outage.
* Following up with the technical teams for the RCA on the incidents till the RCA is provided.
* Create Incident record for every incident along with timelines and capture the learning’s from each incident and update the existing documents with the learning and capture it in Known Error Database.
* Publishing new incidents in the Problem Management report and updating the same in Known Error Database and Root Cause Analysis report.

**Education:**

* Master of Computer Applications, Siddhartha Technical Institute (Osmania University - 2008).
* Bachelor of Science, Human Resource Development College (Osmania University - 2005).

**Professional/Technical Training:**

* ITIL, Agile Methodology and Share point administration.
* Pursued self-improvements opportunities via Ford Learning and Development.
* Attended Splunk & Agile tool workshop training and Design Thinking workshop.
* Knowledge on AWS (IAM, S3, EC2, Billing, etc.,), Cloud computing, IOS and MacOS.
* Trained in Windows servers Maintaining and Management.
* Citrix Presentation Server 4.0, 4.5 and Xenapp5, 6, 6.5,Citrix XenDesktop7.5, Citrix Provisioning Server 7.1, Citrix Store Front.

**Achievements:**

* IBM - Employee Excellence Award for the year 2012.
* Top Contributor for consecutive year ends 2013 & 2014.
* FORD - Received a recognized at the All Hands Global Meeting by my manager for diligent execution of disaster recovery plans with minimal disruption and impact to business customer of manufacturing Engineering 24/7 application due to power outage.
* DTE - Customer appreciate the time you took to explain the solution to all of us, answer our questions, and help troubleshoot and verify that everything was working properly (including doing a couple test runs). We greatly appreciate your help and assistance for myself and my team.

**Competencies:**

* Played a key role in project, decision making and automated maintenance work.
* Available for on-call 24/7, nights, weekends, variable schedules and overtime if needed.
* Good in handling End User Customers, Communication and Presentation skills.
* Drive Daily Stand-ups and make the team to focus on User Story Priority (Agile).
* Discuss on Backlog (Weekly/Monthly) and committed to deadlines and schedules.
* Incident Management /Help Desk Management / Knowledge Management.
* Troubleshooting/Problem Solving and evaluate moderately complex problems/changes and understand the inter-dependencies between components.

**Work Experience:**

**DTE Energy July 2019 – Present**

**Role: Senior Systems Engineer**

**Industry: Electric and gas utilities**

**Skills Inventory:**

**OS:** Windows Server 2008 R2, 2012, 2016 and 2019.

**Application:** Citrix Studio 7.15 LTSR, 1912, Citrix Store Front 3.12, Provisioning Server 7.15.2,XenDesktop 7.15.2, XenApp 6.4, Xen Server 6.0.2,Web Interface 5.4, Citrix Receiver 4.12, Hyper V (2016), VmWare Horizon, SQL Server 2014, Citrix Cloud, NetScaler, Horizon 7.X, Microsoft Azure. Whatsup Gold (Monitoring System).

**Tools:** Service Now, Virtual Machine Manager, Citrix Studio, Citrix Director, PVS Console, Remote Desktop Connection Manager, PCI Environment, SCCM, Active Directory, Office 365 Suite, Microsoft Teams, Skype.

**As a Citrix Engineer I should ensure the reliability and stability of assigned platforms and applications. Complete technical tasks (complex and otherwise), leads technical efforts, troubleshoot issues, and research new methods and systems to support the Citrix experience at DTE.**

* Building, Design and configuring New Dell Servers iDRAC (Integrated Remote Access Controller).
* Install, maintain and upgrades system infrastructure, servers and other business technology systems and software.
* Experience with tools such as Process Monitor, EG & Performance Monitor, Event Viewer, BMC and all other server monitoring tools to troubleshoot server software and network issues.
* Experience in Citrix platform with Citrix Virtual Apps and Desktop, Citrix Application Delivery Management, Citrix ADC and Gateway, XenApp, Presentation Server, Advanced Access Controls, XenDesktop and Citrix Manage Desktops products.
* Architect and building Citrix farms to deliver business applications and virtual Desktop to end users.
* Patching servers with Shavlik / Ivanti patching tools.
* Hands on SCCM installation and patching and monitoring health using SCOM.
* Experience in managing and deploying multiple high-availability Citrix farms.
* Deploying/Publishing applications in Citrix environment.
* Experience upgrading and migrating applications and VDI’s from older VDI deployments to Horizon platform.
* Experience in Design, Install, Patch & Maintaining Payment Card Industry (PCI) and Data Security Standards (DSS) environment.
* Project management and printer management in Citrix.
* Citrix XenDesktop 7.x Static VDI provisioning and troubleshooting.
* Install Microsoft patches on Windows Server operating systems.
* Deploying new applications and enhancements to existing applications, software, and operating systems.
* Test and Deploy approved operating system patches to meet the requirements of the customer regulatory compliance objectives following established SWI processes.
* Evaluate systems for compliance against baseline patch revisions using established processes and software tools.
* Perform monthly baseline updates resulting from the monthly patch cycle.
* Execute a 30 day patching schedule and Update CMDB.
* Maintained Citrix Workspace Environment Manager (WEM) and Citrix NetScaler.
* Worked with Citrix User Profile Management (UPM) tool - XenDesktop and XenApp platforms IT administrators to save and deliver employees' files and settings across user sessions on different devices.
* Design, implement and administer virtual desktop environment and provide design and administration to support Citrix/Windows domains.
* Experience in maintaining server environments including security patches, firmware upgrades, hot fixes, service packs, intermediate versions and full version upgrades.
* Delivering, maintaining and supporting large-scale Citrix platforms.
* Experience with Citrix, VMware, Microsoft, Ivanti, HP and Dell hardware and configurations.
* Hardware Configuration – RAID and OS Deployment for new servers.
* Hands on supporting a multi-farm VMware Horizon VDI implementation specifically utilizing the Horizon Enterprise platform.
* Responsible for working with multiple teams to support existing Citrix environments.
* Working with application teams to update vDisks and provide support for testing and validation.
* Analyze, troubleshoot and resolve complex Citrix issue that impact user’s experience.
* Administer, maintain, monitor and support physical and virtual production systems on a heavy VMware environment.
* Proactively recommends changes to avoid potential systems issues.
* Perform, test, and oversee upgrades/migrations to new Citrix platforms.
* Patching servers using PVS (provisioning server) – patching Base Gold Image.
* Patching servers using Machine Creation Services.
* Provide advanced troubleshooting and resolution to Citrix issues.
* Troubleshoot Desktops, VDI's, Thin devices and network related issues.
* Desktop and Application virtualization and Application layering.
* Provide documentation, training and knowledge transfer to Level 1 and 2 Endpoint staff.
* Server administration for Windows Server 2008r2, 20012, 2016 and 2019.
* Maintaining and supporting a VMware Horizon VDI implementation specifically utilizing the Horizon Enterprise platform and virtualization technologies like vSphere, vCenter, vRealize Orchestrator - vRo, vMotion, Storage vMotion, vRealize Operations Manager - vRop and Hyperv.
* Installation, configuration, performance and stability of windows 2016 & 2019 servers.
* Hands on experience with Cisco Technologies – routing, switching and security.
* Hands on experience with Ivanti DesktopNow Suite and Cloud Services.
* Hands on experience in deploying Citrix Studio 7.15, Citrix Store Front 3.12, Provisioning Services 7.15.2,XenDesktop 7.15.2, XenApp 6.4, Xen Server 6.0.2,Web Interface 5.4, Citrix Receiver 4.12, Hyper V (2016), SQL Server 2014.
* Configured XenDesktop and XenApp policies, printers, applications and load evaluator.
* Citrix XenApp 6.5/7.x, XenDesktop 7.x, Provisioning Services 7.x, Server 2008/2012/2016
* Experience in troubleshooting, implement and support Citrix XenApp, XenDesktop environments 6.x/7.x farms.
* Work with windows server 2008R2 & 2016 server architecture and MAC and IOS devices.
* Manage and maintain Windows desktops and servers/operating systems
* Experience with F5, Fslogix, Citrix Cloud, Citrix Load Balancers, Epic Hyperspace, Web Blob and Hyperspace Web.
* Working experience with deployment & migration in Citrix MDM and Administrating MS Windows Server Failover Clustering.
* Install, upgrade and configure applications on Silo’s (Servers). Reset the user profile on Silo’s.
* Experience in executing Power sell scripts for daily and monthly maintenance and for installation of software’s on servers.
* Administrating Active Directory network – Add Delete Users &Create Machines and Groups.
* Cleanup maintenance Delete VDI's in Failover Cluster Manager with Status OFF and which are not available in VMM and studio also check in Hyper V Manager (hypervisor management). Delete orphaned VDI in machine catalogs.
* Experience in troubleshooting of XenApp/XenDesktop applications/desktops and servers in a complex environment including GPOs, farm policies and managing computer/user settings.
* Experience with MS Virtual Machine Manager, Failover Clusters, Hyper-V, NetScaler, HDX Insight, Citirx App Layering, ELM appliance (Enterprise Layer Manager) & Citrix Command Centre, shared software and groupware.
* Experience managing Cloud, on Premise and Hybrid Citrix environments, Hyperconvergence.
* Experience in Office 365 Administration, preferably including Active Directory, Group Policy and Patch Management
* Ability to shape and support NetScaler ADC, ADM & Access Gateway solutions to support the scalable release of applications.
* Administrating NetScaler, Nutanix clusters, Citrix Studio – Machine Catalogs, Delivery Groups &Applications.
* Citrix Netscaler ADC Traffic Management: Load balancing, Content switching and GSLB (Global Server Load Balancing), Virtual Servers Configuration.
* Experience with Netscaler AAA – Application Traffic vServer and Netscaler Gateway Virtual server.
* Hands on MS Azure as Infrastructure as a service IaaS environment for Cloud and Citrix.
* Administrating AD GPOs management including but not limited to creating of GPOs, management of existent GPOs, troubleshooting and resolution of GPOs issues.
* Experience in Builds and maintains/updates Windows images and maintains base (golden) images used in production.
* Utilizes data analytics and monitors systems through tools such as Citrix Analytics and Microsoft System Center Operations Manager (SCOM) to enhance performance of virtual environment.
* Ensures end-user data is properly stored and backed-up to maintain data integrity, Data Backup and Recovery coordination.
* Hands on experience supporting VMware ESXi environment Disaster Recovery, Application Recovery, database administration.
* Hands on experience with F5 managing the load balancing network and application requirements.
* Experience with Cloud Computing, Database Farm concepts, database applications, Voice Communications.
* Implement and support Appsense (Ivanti) Environment Manager and Performance Manager and Perceiver.

**Ford Motor Company Nov 2015 – June 2019**

**Role: System Engineer / Administrator (Windows, Citrix & Linux)**

**Industry: Automotive - Infrastructure Management Services (IMS)**

**Skills Inventory:**

**OS:** Windows Server 2000, 2003, 2008 R2 and 2012.

**Application:** Citrix presentation server 4.5, XenApp 6, 6.5, Citrix XenDesktop7.5, Citrix Provisioning Server 7.1, Citrix Store Front.

**Worked for Manufacture Digital Engineering (Global Study Process Allocation System) as a System Administrator. Supported application in all aspects like Production Support Consultant, Software, Hardware, Deployments, Tec Refresh, Quality Control, Visited Assembly plant to discuss IT related issues, worked with Business, Developers and Database teams to resolve the issues.**

* Accomplished/Implemented complete Software Life Cycle Management (Planning, Analysis, Design, Implementation, Testing and Maintenance).
* Hands on with Active Directory, Exchange 2007/2010 or Office 365 and Windows server on a daily basis.
* Provided technical support for Windows/Linux server Installation, upgrade, Configuration and troubleshooting of server OS.
* Initiated and Raised PO for software and server license renewal with HP & Citrix for windows servers.
* Hands-on experience on server hardware issues, printers, capacity planning, RDP issues, etc., as part of BAU.
* Analyze System Performance and recommend solutions.
* Install, maintain and monitor Multiple Citrix XenApp 6, 6.5 farm Server,Citrix XenDesktop 7.1 and 7.5 and making sure they are up-to-date with latest rollup, hot fix.
* Migrating VDI servers and desktop from Windows 2008 to Server 2012 in Provisioning Server.
* Install Configure, Run Performance and Historical reports from Citrix Edgesight 5.3.
* Install Configure and update Citrix NetScaler.
* Publish Application on XenApp server using Microsoft App-V 4.X & 5.X.
* Publish Applications and Desktop on XenApp Servers.
* Configuring and monitoring the health of XenApp Servers.
* Diagnosing and troubleshooting all incidents related to Citrix issues.
* Looking after scheduling the servers for updates and maintenance.
* Maintain delivery groups for application publishing and for Desktops
* Worked on Machine creation services (MCS) and Provisioning services (PVS).
* Troubleshoot end user’s issues such as application compatibility, Citrix Group policies, printing issues and load evaluator.
* Drive in the planning and execution of systems migration to Confie Citrix platform. Ensure project deliverables match or exceed user expectations by proactively working with all team involve in the project, communicating with managers and users of progress/obstacles.
* Create, Update and maintain comprehensive and detailed documentation for all production systems.
* Publishing applications in Citrix farm and provide appropriate access to users.
* Perform Citrix XenDesktop, XenApp, NetScaler administration, Server and Desktop images for Citrix.
* Citrix Studio, Director, License Server, Machine Catalogs, Delivery Groups, Application Groups, Host Connections.
* Diagnose system problems with event viewer logs and troubleshoot the issues.
* Creating Distribution list, security group. User profile maintenance, Adding users in security groups, Distribution list, User and Group Management in Active directory.
* Accomplish Monthly Prod Support Metrics and GSPAS Monthly Availability Metrics.
* Involved in the weekly L3 meeting for Application to discuss status of application Development and Review Scorecards.
* Discuss with Vendors, Business, Plant employees, and contractors to troubleshot issues and secure system-related products and services.
* Accomplish all Production and Stage deployments.
* Review previous and next month/week Release Content and Tech Refresh.
* Involved in the weekly tickets review for Application to discuss the status of all incidents.
* Server Application Management: Administration of server bound applications such as Apache, and Microsoft family of server products such as: Windows Servers, IIS, Active Directory, Exchange, VMware, SharePoint, Lync, DNS, DHCP, subnets, UNC paths
* Accomplish SharePoint Migration.
* Scheduled the jobs and analyzed the status of Cron jobs (Performed frequency and execution time changes as per the business requirements).
* Handled Perl scripting, Shell scripting, Batch files and Job changes (Edited scripts as per the requirement and tested changes).
* Scheduled Auto reboot and set new policies on servers to improve the Process / CPU / Memory management.
* Maintained Production and Stage deployment release notes with backup scripts and change information with all Business / BIT / AM /AD approvals.
* Accomplished Annual File Review and Annual Access Review.
* As part of AFR – AAR zipped the contents and published to EDMS (Electronic Document Management System).
* Initiate, change and complete password changes for the account as per Ford policy.
* Performed Linux administrator activities on daily basics.
* Automated daily maintenance activities into a shell script and scheduled a task.
* Automated and performed set of commands into a script and executed for Production Release.
* Used Pivotal Cloud Foundry (PCF) for the deployment, management, and continuous delivery of applications, containers, and functions.

**IBM March 2011 to Nov 2015**

**Industry: IT Services, Computer &hardware, consulting**

**Caterpillar (July 2014 to Nov 2015)**

**System Engineer (Windows/Citrix)**

**Kaiser Permanente (April 2013 to July 2014)**

**System Engineer**

**Michelin& Technicolor (March 2011 to April 2013)**

**System Engineer**

* Administrating servers which include Production, Development, and Test Servers. Physical - HP, IBM, Cisco, Dell and Virtual and VMware on Widows OS (2003/2008).
* Planning and implementing the Server Build (Both Physical and Virtual) with Server operating system and configuring the server with current level patches, security hardening, Application Installation, Backup setup.
* Implementation of DNS/DHCP. Monitoring and Maintenance of DHCP Scopes. Management of IP Reservations.
* Management of internet and network standards such as HTTP, FTP, HTML,SNMP, WMI,TCP,IP and other protocols.
* Troubleshoot Windows OS and Microsoft application security patch installations.
* Check for Firmware updates on Host hardware, ESX patches.
* Maintaining ESXi environment 5.5, 6.0. Updating VMware tools, VM Hardware to latest versions complaint with environment.
* Ensure all server-based applications are maintained and supported; coordinate with customers on installations upgrades and requirements.
* Deployed and patched (MS) servers using WSUS and Bigfix.
* Patch management – To keep the systems up to date from the Latest Vulnerabilities addressed by software vendors like Microsoft. Patch Compliance focal and responsible to maintain the SLA's.
* Extensive experience in working with patch deployment and scanning tool – SCCM and WSUS.
* Sharing and Securing Files and Folders – Creating, Managing and deleting shares on the file servers. Securing files and folders by giving appropriate permissions, mapping the folder to the use.
* Deploying application on server and making sure that end user has access to the application.
* Ensuring that all the required services are running fine on all the servers.
* Working knowledge on VB .Net, VBScript developed applications.
* Knowledge on system and network monitoring, server virtualization, Storage and system backup-restore (SAN and NAS).
* Installing Citrix and Windows patch as and when required.
* ILO administration to check the server state and get it up if required.
* Coordinating with L1 and L2 team (IBM) in fixing any issue related to application or end user profile.
* Providing remote technical support to clients, which includes network as well as system support.
* Providing the service and ensure that all the severity incidents are met within the defined SLA.

**Role: Windows Server Administrator**

**Technologies involved: Widows OS (2003/2008) VMware 5.5/6.0, XenApp 4.5, 6.**

**Tools: Remedy, Service Now, Security: McAfee**.

**SK Mega HR Services Pvt Ltd. (HMRI) (Aug 2008 to March 2011)**

**Role: Technical Analyst.**

**RESPONSIBILITIES**

* Providing high end remote technical support, administration, monitoring & management for windows servers and windows Desktops (Supported HP Blade Servers and HP Desktop, Laptops and Printers).
* Hands on Experience with Tivoli Workload Scheduler.
* Scheduling/monitoring Jobs and Job Streams on TWS in Production and Test Environment.
* Linking the Serves in case of failure notification been triggered.
* Servers limit's to be configured as per Business requirement.
* Housekeeping job to be scheduled in each respective Servers as part of Cleanup activity.
* Remedy ticket dump analysis and RCA performed on tickets. Queue Management.
* Coordinating with the Client and Scheduling team on the Tasks assigned under Change Requests (CRQ) and Service Requests (SR's) status as per the Business requirement.
* Coordinating with the Storage team (SAN) on the daily backup's to be triggered.
* Knowledge on Firewalls, Switches, Hubs, Routers, SAN, NAS.
* Backup Reporting send to the concerned stakeholders which includes the current status of the servers.
* Daily updates to be issued as part of shift hand over.
* Network and hardware experience with load balancing equipment, switches, routers, and network issues troubleshooting.
* Process changes been captured under the updates tracker, eventually been shared to each respective team member.
* Participate in HSBC (High Severity Bridge Calls).
* Escalation Management (Delivery Related – Tools Outage, BCP, Health & Security).
* Handling bridge calls effectively to resolve incidents and sending out outage notifications to keep the customers, users updated about the major incidents taking place.
* Use Escalation matrix to involve the right person from team on the issue and get it updated on monthly basis by the resolver teams and management to avoid hassles while reaching out resolver teams.
* Track process Incidents for any issues & conduct RCA and prepare RCA tracker. Create Incident record for every incident along with timelines and capture the learning’s from each incident and update the existing document with the learning’s and capture it in KEDB.
* Hands on experience on ticketing tools: Maximo, Impact (Version 7.1), BMC Remedy: (Version7.1), ITSM Ticketing Tool and Service Now.