**Oluwasegun (Serge) Kolawole**

**Williamstown, NJ 08094**

**imstillmsk@outlook.com**

**PROFESSIONAL SUMMARY**

A highly trained and motivated IT professional with over 9 years of System engineering, management and support, with strong focus on server, desktop and application virtualization seeking a fast paced and highly challenging employment environment.

**TECHNICAL SUMMARY**

* Proficient in designing, configuring and administrating Citrix products such as XenApp, XenDesktop, Provisioning Servers, NetScaler ADC.
* Expertise in handling server/user specific issues within the infrastructure and providing prompt resolution to the same.
* Handling of VMWare Products such as VMware ESX 4.x and 5.x vSphere Hypervisors.
* Handling of TCP/IP, Active Directory (ADS), DNS, DHCP and Group Policy Objects.
* Batch job automation and data backup
* Monitoring with SolarWinds, ControlUp

**SKILLS**

|  |  |
| --- | --- |
| **Desktops** | Windows XP, 7, 10 |
| **Servers** | MS Windows server 2003, 2008, 2008 R2, 2012 R2, 2016, 2019 Red Hat Linux |
| **Citrix Products** | XenApp 6.5, XenDesktop 5.6, 7.x now ( Citrix Virtual App & Desktops ), Citrix Provisioning Server 6.1, 7.x, Citrix Web Interface 5.4, StoreFront, Application packaging, EdgeSight Server, Citrix App Layering, Citrix ADM 12.x and 13.x, NetScaler 10.5, 11.x and 12.x |
| **Desktop Virtualization** | Citrix XenDesktop 5.6 / XenDesktop 7.x |
| **Server Virtualization** | VMware ESX 4.x, 5.x, 6.x |
| **EUC Concepts** | AD, Outlook, Citrix User Profile Management, VMware User Environment Manager |
| **Backup Tools**  | Veritas Net Backup |
| **Batch Job Automation** | Tivoli Workload Scheduler 7.x, 8.2 |
| **Ticketing Tools**  | Picasso Remedy, ServiceNow, Ivanti Heat, FreshDesk |

**WORK HISTORY**

**Presidio - CSL BEHRING LTD (King of Prussia, PA) March 2019 – Present**

**Citrix Engineer**

* Responsible for upgrading Firmware on 80 plus NetScaler VPX running on SDXs and MPXs
* Configured all production NetScaler RPC node password after firmware upgrade across all regions
* Applied Citrix recommended mitigation for vulnerabilities found on NetScaler/ADCs
* Created event rules on MAS/ADM to monitor load balanced webserver traffic
* Tasked with load balancing of multi-tier applications for High Availability.
* Created and Configured WAF profile and applied WAF relaxation rules to protect against security threats
* Managed all external SSL certs on NetScaler/ADC using MAS/ADM
* Configured deployed and configured ADCs running on various versions of SDXs
* Configured failure objects on ADM 13.0 to monitor applications load balanced on ADCs
* Upgraded ADM from version 12.1 to 13.0 latest build
* Implemented STS across all external facing load balancers.
* Upgraded Citrix DDCs from 7.15LTSR CU5 to CVAD1912 LTSR
* Created new master images on vCenter 6.7 to provision new applications.
* Worked with application owners to install/upgrade applications published on XenApp servers
* Upgraded VDAs on all master images for VDIs and XenApp servers to CVAD1912
* Responsible for application publishing on CVAD1912
* Used Citrix Best Practices to implement changes to the Farm and its components
* Responsible for creating event rules and failure objects for application monitoring on Citrix ADM
* Upgraded Citrix ADM in HA and DR node from version 12.1 to 13.0
* Configured 2 storefront server for internal and external remote access to the Farm.
* Built multiple windows server 2016 master images for application deployment.
* Responsible for creating CSR for both public and internal SAN Cert request and certificate renewals.
* Managed 800+ certificate using Citrix ADM
* Migrated from ADM on-prem to ADM Service ( Citrix Cloud )
* Configure multiple load balancers and content switching vServers for critical applications on ADCs provisioned in Azure

**Wipro LTD - State Street Bank and Trust Company (Quincy, MA) November 2018 – March 2019**

**Citrix Lead Consultant**

* Responsible for research, development, deployment and oversight of Citrix Products to support State Street global environment.
* Applications ranged from standard off the shelf to custom line of business applications that were accessed by users in data centers in the United States and around the Globe.
* Provided tier 4 support when needed, including participating in an on-call rotation.
* Completed and reported findings for due diligence on current XenApp 7.8 Server environments.
* Optimized Windows servers for best performance using Citrix Optimizer tool.
* Served as Technical Team Lead for a 50 member Citrix Team sitting offshore supporting a 55,000+ user VDI environment.
* Provided systems administration and support, developed effectiveness and manageability of Citrix environment.
* Citrix published application configuration, support, maintenance and troubleshooting
* Managed multiple projects, from application upgrades to Citrix Component server upgrades.
* Resolved various issues such as Windows Policies, Application licensing, RDP and ICA
* Perform application deployments and support with business contacts
* Managed VDI assignments and user sessions on Citrix studio
* Built and transitioned a XenApp/ XenDesktop 7.15 with PVS (Provisioning Services)

**Apex Analytix LLC (Greensboro, NC) January 2018 – November 2018**

**Citrix SME**

* Designed and deployed a VDI Proof of Concept (POC) environment to evaluate the benefits, performance and scalability of Windows 7 hosted virtual desktops
* Managed and assisted all phases of project - scoping, design, deployment, testing, rollout, user support, and documentation.
* Implemented thick and Wyse thin client solutions for the XenDesktop 7.15 farm
* Configured content switching feature on the NetScaler appliance to enhance site manageability and response time to client request.
* Load balancing of Citrix component servers ( Storefront/WebInterface ) and Web Servers running on IIS
* Deployed windows server 2016 for storefront v3.12 configuration and load balanced on NetScaler.
* Configured and managed the firm's Citrix NetScaler Gateway with RSA two factor authentication
* Resolve various issues such as Windows Policies, Application licensing, RDP and ICA
* Configured NetScaler as SAML Service Provider (SP) and SAML Identity Provider (IdP)
* Configured a standalone Citrix FAS on windows server 2016
* Integrated FAS with LDAP for user SAML Authentication
* Integrated FAS with storefront for user access to Citrix resources.
* Provided training and KT to customers IT support teams.
* Created documentation for server builds and Citrix applications installations.
* Deployment of windows server VM 2008R2, 2012R2 and 2016 using template
* Monitoring server and user performance using ControlUp and SolarWinds
* Configuring and management of Virtual and physical NetScaler in HA Pair
* Supported internal and remote user's accessing via NetScaler Gateway.
* Leverage Citrix policies and load evaluator for better user experience
* Implemented Citrix Access Gateway and Advance Access Control.
* Motivating the team to achieve high standards and SLA targets.
* Managed and supported VDI Deployment on VMware vSphere 6.0 Environment
* Upgraded NetScaler firmware from 10.5 to 11.1

**Lagical Point Technology - *Borgata (Atlantic City, NJ)* August 2017 – January 2018**

***Sr Citrix Engineer***

* Migration of users from existing Microsoft roaming profiles to Citrix user profile manager
* Management of remote access to internal Citrix resources via NetScaler Gateway
* Deployment of windows server VM 2008R2, 2012R2 using template
* Load balancing of Citrix component servers on NetScaler 10.5
* Installation of several Citrix component server like Storefront
* Testing and validation of applications on new XenApp farm
* Configuration of Citrix user session and server policies
* Installation and configuration of XenApp 7.12 farm.
* Management of VMware storage systems

***RemX IT Staffing - National Board of Medical Examiners (King of Prussia, PA​​​​​)* December 2016 – June 2017**

***Sr Citrix Engineer***

* Provided systems administration and support, developed effectiveness and manageability of Citrix environment
* Management and support of in-house and OEM end user applications on Citrix
* Managed the deployment and security of devices and applications via (SCCM)
* Migration of existing user profile from windows roaming profile to Citrix UPM.
* Management and support of remote user access via Cisco AnyConnect VPN
* Design and Proof of Concept of migration from XenApp 6.5 to XenApp 7.12
* Application testing and profiling for implementation on new XenApp 7.12
* Administration of windows server 2008R2 and 2012 R2 Operating system
* Design and deployment of Microsoft Distributed File System – Replication.
* Deployment and management of application publishing on Citrix XenApp
* Design and rollout of session only Citrix XenApp shared desktop server
* Redesign and implementation of existing Citrix XenApp 6.5 Farm
* Design and deployment of Citrix User Profile Manager (UPM).
* Management of VMware vSphere 5.x Environment
* Management of team queue on ServiceNow

***Walgreens (Lincolnshire, IL)* November 2014 – December 2016**

***Citrix SME***

Second shift team lead in a small group of 6 tasked with the management and support of various Citrix VDI solutions on a VMware vSphere 4.x/5.x/6.x backend infrastructure.

* Management of Citrix environment with PowerShell Scripts (Pulling reports on Citrix Usage, Monitoring)
* Oversaw production environment of XenApp7.9 with over 3,000 users and 400 Citrix servers
* Project Lead for Citrix XenApp standardization project resulting in reduction of system outages.
* Management and support of application publishing on Citrix XenApp 6.5 and 7.9 farms.
* Managed unit testing of updates on golden VM images prior to POC and Pilot phases.
* Managed user workspace experience with VMware User Environment Manager (UEM)
* Deployment of windows server VM 2008R2, 2012 using template on VMware
* Identified and resolved performance bottlenecks in peripheral infrastructure.
* Ensured that configured machines met company policies and procedures.
* Managed snapshot and VM backup on VMware vSphere with Veaam
* Managed Citrix provisioned vDisks and performed regular updates.
* Built and tested golden images for various Catalog deployments
* Managed user roaming profiles with Citrix User Profile Manager
* Motivated the team to achieve high standards and SLA targets.
* Built and supported load balancing of servers on NetScaler
* Updated Citrix policies as requested by Solutions team.
* Managed distributed windows share and file servers
* Analyzed data to identify trends and abnormalities.

***LagicalPoint Technology (Summit, NJ)*  June 2013– November 2014**

***Citrix Consultant***

* Provided technical support for XenApp 6.5 and XenDesktop 7.6 environments on VMware ESX.
* Performed all monthly updates to Citrix Services including but not limited to the OS and all applications such as EPIC and Meditech, as well as over 100 hosted applications, and Virtual Desktops.
* Worked closely with end users to identify problems, and software engineers to debug issues.
* Load Balanced OnBase on NetScaler
* Supported the migration of old legacy Citrix XenApp 6.5 farms to new XenApp 7.x farm.
* Managed Citrix provisioned vDisks and performed regular updates on (PVS) Server 6.1
* Managed VM image development build for Citrix component server deployment.
* Manage and support Windows Server OS 2003, 2008R2, 2012R2,
* Supported the performance on servers using Resource Manager/Edge Sight 5.4.
* Managed multiple projects, from application upgrades to Citrix farm upgrades
* Managed VM image development and build for Citrix component servers.
* Supported remote users connecting via NetScaler Access Gateway.
* Provided support to developers in test and QA environments.
* Supported Citrix user sessions and server policies.
* Supported desktop deployment lifecycle process.
* Monitoring of windows server performance.

***One*** ***West* Bank (San** ***Diego, CA****)*  **February 2009 – May 2013**

***Operations Analyst***

* Created Standard Operating Procedures (SOP) documentation.
* Automated data processing with Tivoli Workload Scheduler.
* Built, configured and maintained VMware ESX Server 5.0
* Administrated Windows servers ( 2008R2 )
* Ran and managed data backup with Veritas NetBackup.
* Managed SUN Solaris, Linux and HPUX servers.
* Performed Windows OS administration tasks.
* Supported printing services and peripherals
* Supported data network traffic and devices
* Server performance troubleshooting.

***XTS Systems Group (San Diego, CA)***  **August 2008 – February 2009**

***Unix Operations contractor at One West Bank***

* Set up and supported backup jobs in Tivoli workload Scheduler
* Supported disaster recovery process on quarterly basis.
* Monitored system alerts on HP OpenView console.
* Monitored batch jobs and adjusted running tasks.
* Managed SUN Solaris, Linux and HPUX servers.
* Managed backup tapes for offsite transfer.
* Supported Unix servers and processes

**TRAININGS ATTENDED**

* Project Management & Client Communication skills (PMCC)
* Desktop Windows 7 upgrade management
* Batch job automation with ControlM
* Desktop migration solution to Windows 10
* Cisco Network Device Management
* Citrix Xen App 6.5 / XenDesktop 5.6
* IBM Tivoli Storage Management
* ServiceNow

**EDUCATION**

BSC – Computer Science

**CERTIFICATIONS**

* Citrix Certified Associate – Virtualization (CCA-V)
* Citrix Certified Administrator XenDesktop 5
* Citrix Certified Advanced Administrator XenApp 6
* Tivoli Workload Scheduler 7.x
* Tivoli Storage manager 5.x
* Microsoft NT