

ANDREW POAGE

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TECHNICAL PROFICIENCIES

- Microsoft OS
 - Servers - 2008R2, 2012R2, 2016, 2019
 - Desktops – XP, Vista, 7, 8.1, 10
- Enterprise Architect :
 - EUC, Azure, Citrix, VDI Solutions
- AD and GPO Services
- Servers Infrastructure:
 - Converged and HyperConverged
 - Cisco UCS, HPE Simplivity
- Datacenter Rack and Stack Procedures
- Storage:
 - Nimble, 3Par, EMC, Storage Spaces Direct
- End User Experience:
 - Microsoft, Horizon, Citrix
- Microsoft System Suite
 - SCCM, SCVMM, SCOM, SCDPM
- Citrix Products
 - Virtual Apps and Desktops – 6.5- CR
 - Netscaler (ADC)
 - Cloud Services
- Monitoring:
 - ControlUp, Splunk, Citrix Director
- VMware
 - Vsphere 5.1, 5.5, 6.0, 6.5, 6.7
 - Horizon 6 , 7
- Profile Management
 - FsLogix, AppSense, UPM, ProfileUnity
- Cloud Technologies :
 - Citrix, Azure, AWS, AWSGOV
- Software Packaging
 - Citrix App Layering, App-V, Thin App, Liquidware FlexApp

TECHNICAL CERTIFICATIONS

- Citrix CCA-V, CCP-V
- Citrix Cloud and Azure

EXPERIENCE

12/20-Current Information Systems Solutions – DoD Contract

San Diego, CA

SR Systems Engineer

- Cont Support and Maintenance of AWSGOV IL6 cloud Citrix Solution 1912 LTSR
- Designed Persist VDI for AWSGOV with boot on demand
- Working on Automation for VDI deployment

06/20-12/20 Insight Global – DoD Contract

San Diego, CA

SR Systems Engineer

- Designed and Implemented AWSGOV IL6 cloud Citrix Solution 1912 LTSR
- System worked as an “Air Gapped” Solution
- Worked and modified systems to be complaint with DoD stigs
- Created Netscaler PIV Card Double Hop Access

07/19-06/20 HireGenics - Southwest Airlines

Dallas, TX

SR Systems Engineer

- Implement Migration from Citrix 6.5 and Horizon 7 CVAD Current Release suite
- Designed strategy for Migration of In house built legacy Apps to modern Systems with no downtime
- Designed and Implemented Pod infrastructure with 100% uptime across two datacenters
- Create Supporting Documentation and train both technical and non-technical employees
- Provided and support Virtual Solutions that saved the company 2.5 million year to year maintenance costs for a single application.

04/18-07/19 Costco

Issaquah, WA

Citrix Engineer Tier 3

- Designed and Implement Azure strategy for Citrix
- Designed and Implemented QA Automation Desktops for Azure
- Migrated from VMware View to Citrix CR for VDI (3500 users and 100 Desktop Images)
- Managed and Troubleshoot Environment for 15,000 Concurrent users 35,000 Unique daily
- Trained Service Desk on basic support of Citrix
- Designed and Implement DR strategy for EUC with Citrix
- Use of Controlup for environmental monitoring
- Worked With International Team for Global Unification
- Supervised the XenDesktop Support Team

10/14-4/18 SynteractHCR

Carlsbad, CA

Systems Engineer Tier 3 - End User Experience/Virtualization

- Support and maintained Global Citrix Environment supporting 750 Users and 1000 Clients
- Architected and Implemented Citrix 7.X across 6 countries supporting 750 Users and 1000 Clients
- Including infrastructure and End User System design
- Set up and maintained HP Simplivity Hyper Converged Systems
- Designed and maintained Global Alert Routing System
- Designed Global Microsoft SCOM infrastructure
- Created, implemented and maintains training Global Service Desk on support of Citrix 7.CR
- Helped Maintain Racks at AIS datacenter
- Planned User base migration from Citrix 6.5 to 7.CR
- Designed and Implemented VMware Migration 5.1 to 6.0 and 5.5 to 6.0

12/13 - 9/14

Road Rebel Entertainment Touring

San Diego, CA

Internal IT Support

- Successfully upgraded/migrated Server 2003 Infrastructure (AD, DNS, etc.) to Server 2012 R2
- Managed Active Directory and associated serves 2012 R2 and Exchange 2007 SP3
- Organized and implemented Windows XP to Windows 7 upgrade
- Maintain end user experience
- Supported Legacy Access 2003 database
- Created imaging system for our user's PC
- Created Color coded Ethernet system for server racks to increase management proficiency

8/12- 12/13

Pointivity / ChannelCloud

San Diego, CA

Tier 2 – DC Operations Engineer & Cloud Services Engineer

- Tier 2 Data Center Engineer providing engineering and support services for Pointivity/ChannelCloud's cloud services, enterprise hosting and managed services offerings.
- Create and maintain documentation consisting of procedures, build guides, Visio diagrams for Pointivity/ChannelCloud hosted services infrastructure
- Setup and maintained server and network infrastructure supporting more than 5,000 users
- Design and implement Hyper-V 3.0 HA Cluster using Cisco's UCS and Nimble SAN
- Redesign, implement and maintain backup solution using System Center Data Protection Manager
- Provide escalation support for Service Desk, Delivery Services and Systems Engineering departments
- Maintain and support multi forest Active Directory Environment (2003, 2008, 2012)
- Maintain and support XenApp 6.5 environment for hosted services infrastructure
- Maintain and support Microsoft Exchange Server 2010 Environment
- Maintain and support Windows Server 2008 R2 & Server 2012, 2012 and 2012 R2 in
- Install and configure System Center Suite - Configuration Manager, Operations Manager, Virtual Machine Manager, Data Protection Manager

11/11 – 8/12

Cari.Net

San Diego, CA

Shift Lead System Administration/Windows Virtualization Development Team

- Assessed and maintained servers running various types of operating systems including Linux, Windows and Abiquo
- Supervised the swing shift
- Developed and maintained Server 2008 R2 SP1/ Server 2012 RC1 Hyper-V fail over environment
- Created and tested new servers for resale to customers
- Maintain and support data center network
- Led the internal Microsoft team in developing a Microsoft product line offering