**John Francis**

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**TECHNICAL EXPERIENCE**

**Reliance Steel & Aluminum Co**

**Chicago, IL**

**Sr.Citrix Engineer April 2015 – Present**

* Transition of Reliance family of companies to Reliance Technology Services.
* Provide day-to-day support to 30 plus business units within the Reliance family of companies
* Administer Windows Server 2008 R2 Active Directory Infrastructure, SCCM 2012 R2, Patch Management
* Administer a large XenApp 6.5 farm consisting of 470 plus XenApp servers in a 100% VMWare VSphere ESXi 6.0 virtualized environment, supporting 184 unique applications and 4000 concurrent users.
* Led the project with a team of 5 members to migrate Citrix Presentation servers 4.5 farm to XenApp 6.5 farm.
* Currently designing and implementing XenApp 7.6 farm for the organization with a team size of 5 with XenApp 7.6, PVS 7.6, Storefront 3.5 servers.
* Install, Configure and Managing NetScaler 10.5

**Xerox Business Services**

**Chicago, IL**

**Sr. Infrastructure Management Analyst / Team Lead November 2011 – April 2015**

Provide Technical Leadership, Architecture and design to the organization in implementations of new technology.

Create a Disaster Recovery Plan for the organization and conduct DR schedules on a yearly basis.

* Managed Healthcare and Retail Customers Server Infrastructure consisting of Windows Servers 2008 R2 in virtualized VMWare Vsphere 5.1 and 6.x environment.
* Managed IT projects as a lead implementation Analyst
* Lead Infrastructure Projects from Inception to Completion
* Managed a team of 10 Distributed Systems Engineers onshore and offshore.
* Create and Assign tasks to DSE Engineers, prioritize work flow within the given time frame, work with customers and the Xerox team to achieve the goals that the customer would like to see.
* Administered Windows Server 2003, 2008 R2, and 2012 Azure servers, Active Directory, DNS, DHCP and Group Policy.
* Write RCA’s, create change controls for changes and manage customers ticketing system and queues, assign tasks to engineers.
* Managed Healthcare related projects as a lead implementation Analyst
* Managed several Citrix 4.5, 6.0, 6.5, 7.5 XenApp farms and McKesson Paragon 12 EMR and other healthcare applications for Xerox Healthcare Customers running on IBM Blades and Physical Hosts running VMware 5.1.
* Managed day-to-day activities of Healthcare Infrastructure for several clients in North America
* Edge sight 5.4, XenDesktop 5, PVS 6.1, 7.1, UPM, Password Manager 4.8, 5.0 Implementations, Troubleshooting and administration for customers
* Administered Windows Server 2003, 2008 R2 servers Active Directory, DNS, DHCP and Group Policy.
* Manage a team of 10 members.
* Managed VMware VSphere 5.1 infrastructure, DRS, HA & SRM
* Managed 120 DFS servers and managed DFS Project.
* Manage Azure Cloud Platform for the customer on Windows Server 2012 R2 which consisted of the corporation’s web servers, mail coupon servers and other mall timing and mall information websites.

**Accomplishments**

Fixed a list of around 30 issues in Healthcare organization within 60 days of my initial joining at the organization by reaching out to different teams across the aisle that were related to Citrix, AD and other Networking issue, which improved slow logons, single sign on issues in different applications.

Successfully Designed and Implemented XenDesktop project for a Healthcare organization in West Coast

Successfully fixed 120 DFS replication issues that were problematic and were causing an unreliable source for customer’s data.

Transition of 120 DFS servers to BPO team.

**IBM Integrated Technology Delivery**

**Dubuque, IA**

**Citrix SME July 2010 – Nov 2011**

* Perform Knowledge Transfer role from customers on Citrix environment and perform migrations to IBM Integrated Technology delivery centers for support and service of customers account.
* Administer several fortune 500 companies Citrix farms, troubleshoot, upgrade and manage applications
* Act as Tier 3 role in supporting Citrix farms for IBMs customers
* Install and Configure Citrix Presentation Server 4.5, upgrade applications
* Run day-to-day meetings with the customer team and also provide updates on the progress of projects, daily work schedules, change management and problem management issues.
* Interact with cross-functional teams within IBM and customers, presenting technical solutions verbally and in documentation.
* Proficiency with Microsoft Office products

**Accomplishments**

* Project Lead for AMTRAK Citrix Farm implementation. Built new Citrix farm/Lift and Shift of existing Citrix Farms consisting of a total of 300+ servers for AMTRAK which includes Production, DR, QA, DEV Citrix farms environment. Managed a team of 25 in building, migrating and supporting the environment.
* Project Lead for GMAC-Ally Citrix Farm design, architecture and Implementation.
* Acted as a technical lead for BG Groups Citrix Farm consisting of 75+ Citrix XenApp Presentation server during transition from BG Group to IBM ITD.
* Transition of BG Groups Citrix environment support to IBM ITD
* Transition of Abbott Medical Laboratories Citrix environment support to IBM ITD
* Lead projects from inception to completion; manage different teams within the project scope and ability to work in a fast paced environment.
* Find Root Cause; resolve root cause issues and prepare RCA documents for major technical issues
* Ability to prioritize different projects, time schedules, teams and pulling in resources.
* Customer focused and providing exceptional customer service.
* Meeting the demands of customers and providing the expected service level to customers.

**Iroquois Federal Savings & Loans**

**Watseka, IL**

**Sr. Network Administrator (Consultant) November 2009 to July 2010**

**Responsibility**

* Administer Active Directory (Single Forest, Single Domain), Windows Servers 2003 infrastructure
* Troubleshoot application issues in Citrix XenApp 4.5 Infrastructure on XenServer 5.5; take snapshots of VMs for disaster recovery.
* Administered Exchange Server 2007
* Implemented Track It! Asset Management on XenServer 5.5 virtual server.
* Implemented Change Management procedures for process improvements.
* Documented the network, systems configuration and settings and prepared Disaster Recovery Manual.
* Rolled out and managed ESET NOD32 antivirus software program for the organizations desktops and servers.
* Manage backups for servers and desktops using Acronis backup software. Cloning servers and desktops for Disaster Recovery.
* Patch Management on a monthly basis to patch desktops and servers through WSUS 3.0

**Accomplishments**

* Led and completed the datacenter redesign and cabling project for Iroquois Federal Savings and Loan Association which helped the organization to bring its datacenter on par to be world class.

**Monroe Clinic**

**Monroe, WI**

**Sr. Network Administrator April 2007 to November 2009**

**Responsibility**

* Administered Active Directory (Single Forest, Single Domain), Windows Server 2003 Infrastructure and domain controllers at main hospital and 9 branches. A total of 12 domain controllers and 1300 users.
* Managed projects, new implementations, integrations of AD sites, domains and domain controllers.
* Managed, Troubleshoot Citrix Presentation Server 4.5 currently with 200 plus users, Installed and publish applications, build Citrix servers, Installed hot fix, feature packs and manage Web Interface servers.
* Mentor other Network Administrators, delegate tasks.
* Created and Managed Group Policy, DFS share and monitor and troubleshoot NTFRS using Sonar and Ultrasound.
* Ensure computers are secure through regular Patch management process to test and deploy windows XP and Windows Server critical and important patches on time to secure vulnerabilities using WSUS 3.0.
* Act as SME for Network/System Administrators, Desktop Technicians to provide expert advice on administration, installation, and on projects.
* Manage SQL Server 2003 database servers for Quadra med’s Quantim’s (Coding and Billing) application. Upgrade Quantim software on a monthly basis with new releases.
* Administered Citrix XenApp 5.0 Infrastructure on XenServer 5.5 Virtualization managing around 50 plus healthcare applications.
* Technical Documentation of Citrix Farm, preparing disaster recovery manual

**Accomplishments**

* Designed, Setup, Configured & Implemented Citrix Presentation Server 4.5 for Epic EMR application to be accessed using tablets, with an initial farm size of 3 presentation servers and 2 web interface servers, license server and SQL Express database server running on HP Proliant 360 G5s for internal use. Increasing the number of users from 60 to 250 with total 8 Citrix presentation (32bit & 64bit platform) servers 4.5 running feature pack 1. Achieved 99.9% SLA with no downtime, except during regular maintenance schedules.
* Accomplished migration and integration of two newly acquired healthcare organization (Highland Women’s Care Active Directory site in 2007 and Freeport Eye Care Active Directory site in 2008) to Monroe Clinic site.
* Introduced and Implemented LANSWEEPER Network Auditing and management tool for the organization.
* Managed and Implemented Symantec Endpoint Protection 11.0 for 1300 desktops and Trend Micro Office Scan v10.0 for Windows servers.
* Was a team member in the design of the IT infrastructure for the new 85 million dollar Northwest addition with MTM technologies.
* My MBA research was on Information Systems Security for Monroe Clinic which included SWOT Analysis, Compliance, Risk Management and HIPAA compliance.

**Mid-State Technical College**

**Wisconsin Rapids, WI**

**IT Systems Specialist December 2005 to March 2007**

**Responsibility**

* Administered around 30 Windows Server 2003 Active Directory systems - 8 Domain Controllers
* Administered and Managed Windows Server 2003 DHCP, DNS, WINS, Print Clusters
* Administered Exchange Server 2003 clusters, Create Users, Home Directories, Assign permissions
* Supported more than 3000 user and mail box accounts in AD and .Exchange
* Managed Windows Server 2003 File, Print cluster servers, Group Policy using GPMC and Troubleshoot GPO issues.
* Patch Management using WSUS 2.0 and managed Barracuda SPAM Firewall 400
* Setup & Configured RIS server for Windows XP deployment.
* Implemented Enterprise Security on servers.
* Administered Norton Symantec System Center 9.0
* Managed and troubleshoot Active Directory replication issues using replmon
* Monitored FRS using SONAR and ULTRASOUND
* Managing Backups using Net Vault Bakbone 7.3, Backup Exec v10.0
* Troubleshoot replication issues using Replmon and Repadmin.
* Installed, Configure and Managed Symantec Mail Security 5.0
* Managed HP Servers with HP Insight Manager, Net Vault / Bakbone backup system
* Make recommendations for Architecture, System design and planning.
* Effectively communicate to our customers and outside vendors
* Provide technical input to management; make purchase decisions on hardware, software and other requirements for the IT department.
* Place purchase order with vendors for hardware and software.
* Provide technical directions to sub-ordinates and desktop support personal.

**Accomplishments**

* Migrated Windows 2000 Active Directory to Windows 2003 Active Directory including print servers, DNS, DHCP, File servers running on clustered windows server 2003 environment.
* Implemented VSS (Volume Shadow Copy) to restore previous version of files.
* Implemented WhatsUp Gold 2006 Professional Edition to monitor network, servers, routers, services and applications and take proactive steps
* Migrated around 3000 staff and student mail boxes from Exchange 2000 to Exchange 2003
* Assisted Network Engineer during CISCO VOIP implementations

**Music Now**

**Chicago, IL**

**Consultant September 2005 to November 2005**

**Server Security & Hardening**

Fixed security issues in around 33 Windows 2000/2003 servers (Domain Controllers, File and Web servers). This includes applying hot fixes, clearing all security vulnerabilities (registry modifications, access permissions, IIS vulnerabilities, turning off unnecessary services), Securing Service accounts, Administrative accounts based on the report provided by a third party security company.

**McKesson Corporation**

**Dubuque, IA**

**NT Administrator / Consultant September 2004 to June 2005**

* Provided consultancy services to McKesson Corporation. Setup, Installed, Configured & Managed Windows Server 2003 Active Directory Domain Controllers, Active Directory Integrated DNS for ASP Citrix Farm Environment, Citrix MetaFrame Presentation server 3.0, Web Interface (NFUSE) for McKesson’s Horizon Patient Folder and Horizon Physicians Portal project on 14 HP Proliant 360 G5 servers for a hospital in Connecticut. Managing Citrix Farm, Troubleshooting and applying hot fixes, publishing Applications within the Farm / Assigning Permissions.

**Honeywell / IBM Global Services**

**Freeport, IL**

**Sr. Systems Administrator March 2000 to August 2004**

**Responsibility**

* Administered more than 30 Windows 2003, Windows 2000, Windows NT 4.0 servers, 8 MS Exchange 5.5 Servers, 10 Novell NetWare 4.11 File & Print servers and IIS 4.0 Web servers including installation, configuration and maintenance running on Dell Power Edge.
* Performing Security Audits/Implement Security on all NT/Win2k and Windows Server 2003 using Tivoli Monitoring.
* Installed Tivoli monitoring agents for monitoring Windows servers.
* Apply Change Control Processes to make changes to Servers.
* Asset Management’s, Validation, Disposal and updates in portal.
* Server Builds/Refreshes/Upgrades.
* Document all systems’ configurations, upgrades, and service records.
* Maintaining and managing computer security by upgrading Service Packs and Patches for NT servers, upgrading Antivirus Software's...

**Accomplishments**

* Implemented OWA for web email access with Exchange 5.5
* Migration and consolidation of servers from Dell to IBM
* Implementing Microsoft Best Practices
* Managed and Implemented projects act as technical lead and participate in the technical installation / configuration of projects.

**EDUCATION**

**Bachelor of Engineering – August 1994**

M.S.Ramaih Institute of Technology

Bangalore University

**Executive Masters in Business Administration -** December 2009

Colorado Technical University, USA

GPA 3.73/4.0

**CERTIFICATIONS**

Novell CNA 3.12 - 1995

MCP NT 4.0 - 1999

MCP + I NT 4.0 - 1999

MCSE NT 4.0 - 1999

Citrix CCA 6.5 – April 2014

Citrix CCAA 6.5 – May 2014

Working towards VCP 6 certification, XenApp 7.6 LTSR