Dan Ford III CCA MCAAA Sec+ XIO CNE FCC-GROL

**Senior Citrix Systems Architect/Engineer**

Saint Pete Beach, FL 33706

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**Work Experience:**

**Citrix VDI/Azure Cloud Engineer**

**Clearwater, FL (Remote /w 10% travel) - Vology Data Services (MSP) – July 2019 to December 2020**

As Citrix/Azure Systems Engineer within the Cloud Infrastructure team, provided server & remote access expertise, delivery services, and consulting to a variety of customers. Contributed to the design of enterprise Citrix farms/sites. Deployed and supported enterprise Citrix infrastructure. Participated in root cause analysis for Citrix-related incidents. Provided information for performance and capacity to assess the ability to meet functional & non-functional requirements for Citrix performance. Provided input into high-availability Citrix infrastructure design within Microsoft Azure tenant environments.

**Citrix VDI Engineer**

**Remote - Thin Technologies - May 2019 to December 2020**

Citrix VDI sub-contractor for reseller partnership organization.

Short-term projects providing initial design, PoC, build-out, and documentation of enterprise level Citrix Apps & Virtual Desktop solutions.

Netscaler ADC design & buildout for Microsoft Exchange 2016 load balancing services.

**Citrix VDI Engineer/Agile Scrum**

**San Diego, CA (Remote) Experis/Manpower Public Sector-Perspecta - July 2018 to November 2018**

Agile Scrum team member for Citrix VDI (XenApp & XenDesktop assisting production staffin in the development, testing & confirmation, documentation of upgrades, gov’t security compliance, and overall continuous improvement of VDI environments for US Navy related clients; including all areas of Citrix related infrastructure components from NetScaler to endpoints/thin clients, Provisioning Services, MCS, VDA, delivery controller, etc.

**Senior Systems Engineer**

**Tampa, FL Princeton Information/Masonite – September 2017 to March 2018**

Installation and optimization of infrastructure solutions including Citrix implementation and administration.

Secondary support of blade servers, VMware, Exchange, Office 365, Active Directory and backup technologies.

Development of maintenance scripts for (Citrix) server infrastructure. Deploying software updates and patches on various server platforms.

Use of troubleshooting tools to quickly resolve issues.
Tier II and Tier III support. Investigation of and troubleshooting of issues.

**Senior Systems Engineer**

**Bradenton, FL - Bealls Inc - March 2016 to May 2017**

Support of:

• Citrix XenApp, XenDesktop VDI, NetScaler design, development, and Tier 3 services. • Citrix Workspace Suite and ShareFile design, implementation and support.
• Data center management and operations.
• Sophos Endpoint Security administration, design, and best practices.
• Microsoft Active Directory, GPOs, Windows Servers, DNS, DFS, Networking services • Microsoft Office 365, Exchange 2010 & 2013 operating in a virtualized environment. • Development of document and implement enterprise level policies and procedures. • Installation and maintenance of patches on supported systems.
• Creation & maintenance of documentation for supported environments
• Performance of routine system analysis, and development of reporting metrics.
• Provided expert level on-call support for supported environments.
• Interfacing with vendors regarding complex issues, and see through until resolution. • Cross-trained operations staff as needed.
• Implementation and maintenance of high-availability solutions.
• Performance of proactive and predictive analysis.
• PCI audit remediation.
Response to support calls and performance of root cause analysis tasks as needed.

**Citrix Systems Engineer - IT Infrastructure**

**Tampa, FL - IT Resorces Corp/Wellcare - September 2015 to December 2015**

As Citrix Systems Consultant, on a 3 month contract, designed documentation & implementation, monitored, and supported VMWare hypervisor, and XenDesktop VDI, and XenApp published applications to meet the business requirements of the healthcare services organization; 10,000 + end- users.

Essential Functions:
• Responded to alerts or emergency issues within 15 minutes during normal business
• Reviewed new technologies against business requirements to identify opportunities for process, performance, reliability, or data management, storage or backup improvements and to identify opportunities to reduce costs
• Expert knowledge in VMware / Citrix VDI/application delivery design, documentation, implementation, monitoring, and support including the following:

Primary & shared responsibility for architecting / engineering & administering of VMware / VDI Citrix; XenApp 6.5/7.6, XenDesktop 5.6/7.6, Citrix Provisioning Server 6.1/7.6, Netscaler 9.0, Citrix Profile Management, Windows Server 2008R2, 2012R2, Remote Desktop Services, AppSense Management Center/Application Manager/Personalization Manager 8.6.91

**Systems Engineer II**

**Saint Petersburg, FL - Jabil Circuit - January 2015 to September 2015**

Global Systems Infrastructure Operations team for international, 157th ranked, Fortune 500 organization. Windows Server 2003/2008 R2/2012 R2, Active Directory, Terminal Services/License, Citrix (versions 4.5 - 6.5) Presentation Server/XenApp/Licensing engineering/planning & support, for 25+ sites, 250+ servers, and datacenters worldwide.
Providing worldwide/regional support (Americas, Asia, Europe) for Global Server Operations:
• Global migrating of Windows 2003/2008R2 TS Citrix servers to Windows 2012R2 RDS servers
• Providing global documentation & guidance for VM build teams on Windows 2012 RDS & licensing best practices
• Providing leadership & administration on Citrix XenApp migrations; versions 4.5/5.0/6.0/6.5
• IIS administration for internal & external Citrix Web Interface
• Global SCOM monitoring for Citrix/Terminal Services, Remote Desktop Services, and License servers • Global Citrix, Terminal Services, and RDS farm administration, VB Scripting, Powershell Scripting
• HP Blade Server environment

**Network Administrator**

**Kansas City, MO - United States District Court - July 2008 to December 2014**

Level 3 IT support, for network, virtual server, and VDI support. Responsible for the design, testing, deployment, migration, and administration & support of a complex, secure physical & virtual network systems infrastructure, throughout the western district of Missouri.
Datacenter/Hardware Management:

Management of secure, cooled datacenter; Symmetra PX world-class power protection /w Schneider Electric HTML-based monitoring. Orion Solarwinds/Cisco Works monitoring of multi-site Cisco 6509/4503 multilayer core switch environment; 100+ Cisco 2960 XR edge switches, Cisco Wireless

LAN Controller (WLC) 4402 /w 70+ Cisco Aironet 1130 AG access points. Datacenter rack & cable management (core-to-edge) of all multimode fiber, FCoE, switch fabric, Ethernet connectivity. Design, Implementation, Administration & Support of multi-site data centers along with Microsoft Windows Server 2008R2 Active Directory Domain, Group Policy, and Print Services; Dell R510 hardware /w HBA configured:

• Migrated Novell Netware NDS/NDPS infrastructure, to Windows Active Directory & Printer Services; This also entailed batch/VB scripting to automate the decommissioning all remaining traces of Novell client services from the environment.
• File server migration from Netware/NDS to Windows file server/Print Management required careful project planning, for flawless & trouble-free transition for end-users.

• Ongoing day-to-day administration of current Active Directory Domain environment, leveraging Group Policy Management to meet organizational requirements, while always keeping systems up- to-date, patched with the latest service packs & releases; while staying abreast with the research & development of ideas to further increase performance & efficiency.

Application packaging/virtualization delivery & support using Citrix Xenapp AppCenter, Citrix Streaming Profiler, VMWare Thinapp, Systems Center Configuration Manager, Windows Server Group Policy Mgmt, Appsense Application Mgmt:
• Missouri Western MOW Intranet (IIS/Microsoft SharePoint)

• ACS Juror (Java-based)
• HTML-based Schneider Electric APC management
• Cisco UCCX Software Suite
• VisionApp 2012
• HTML-based Cisco Works LAN Management Solution 4.0
• Adobe Dreamweaver CS6
• Adobe Elements
• SSO (Single Sign On)
Performed delivery of Web Services, via
• IIS (Information Internet Services)
• Microsoft SharePoint
• Citrix Web Interface
• Citrix Storefront
Performed design, planning, development, and deployment of SAN infrastructure & VMWare ESX; Dell R710 hardware /w HBA:
• Xiotech Emprise 7000, a fibre-channel ISE-based (Intelligent Storage Element) SAN managed by ICON Mgr application. Installed & configured VMWare ESXi 5.5 on seven Dell R710 hosts (150 GB RAM), to which Xiotech SAN storage is attached.
• NetApp FAS 3210, configured as a 10GB dual-controller FCoE SAN/NAS, /w 30+ 600GB hot-pluggable RAID 5 disks at multiple sites, managed by OnCommand Systems Mgr application; includes network protocol support: CIFS, FC, iSCSI NFS version 1-4, SNMP, and features OS support for VM Ware, Citrix, AIX, HP-UX, Linux, MAC OS X, Windows Server 2008R2/2012R2.
• Dell PowerVault SP01 SAN, w/ 24 RAID 5 disks, via iSCSI interface managed by Powervault MD Storage Mgr application.
Performed proof-of-concept, project planning, piloting, and production implementation & support throughout 3 geographically interconnected sites, for Citrix infrastructure deployment from the ground up:
• NetApp FAS 3210 is the chosen SAN platform as the primary storage element of the Citrix deployment, for its high IOPs performance, effective cost per GB, and robust redundancy

• Cisco UCS platform is used here (/w a dual-site configuration for fail-over) with a single slot configuration, allowing for eight Cisco B200 M2 blade hosts, which are configured with Xen Server version 6.2; each blade /w 150 GB of RAM.
• The XenDesktop (VDI) Citrix platform is chosen, over Xen App/Terminal services, because of application & hardware compatibility issues that came up, during proof of concept. Another obstacle to overcome was that Xen Desktop 'solely' entails a 'one-to-one' VM for each end users; meaning that each desktop vm workstation would be managed separately, and would require independent storage. This was not acceptable, per project delivery requirements that we drafted during project planning.

• Citrix Provisioning Server was the answer to both of these problems, as I was able to create a single base image/.vhd file which hundreds of vm's now access, eliminating the need for independent storage (for each vm), and meeting the project requirement of a centrally managed virtual infrastructure. This decision further increased the cost effectiveness, of our NetApp SAN investment.

Microsoft SQL Server 2008 R2 Expertise:
• SQL Server plays a vital role, in maintaining the configuration settings for a number of JAVA-based and HTML-based applications in this environment. Being a multi-site environment, where bandwidth consumption must maintain efficiency, SQL Server Clustering between sites is critical. I have taken a leadership role, in the development, installation, configuration, and backing up of databases on the SQL Server platform. The chosen SQL cluster replication topology is Publisher/Subscriber, among 3 different sites.

**Adjunct Instructor, Information Technology**

Kansas City, MO - ITT Tech - December 2009 to June 2010

Adjunct/part-time evening instructor for Information Technology courses

**Information Technology Independent Contractor**

PerAspera Consulting - Overland Park, KS April 2008 to April 2010

Performed computer and network configuration, installation, repair & maintenance, network & database administration, computer & network user support for a variety of software applications used by customers, web development, custom programming, and personal technology consulting, with a high level of resourcefulness and customer service; for local business clients. Service Order & Trouble Ticket resolution via Tiger Paw

**Cisco Network Technician**

Overland Park, KS - TEK Systems/Army Corp of Engineers - May 2008 to July 2008

Project: Army Corps of Engineers Network Refresh/Upgrade. Secret Clearance; Responsible for the configuration/deployment of Cisco PoE switches and Cisco routers on LANs and enterprise networks, for the Army Corps of Engineers Information Technology (ACE-IT) unit, within various U.S. military and federal government installations throughout Missouri, Arkansas, Kansas, Nebraska, South Dakota, California, Maryland, Pennsylvania, etc

**Computer Servicing Technology Instructor / Advisor**

Clarksdale, MS - Coahoma Community College - February 2003 to September 2007

Instructed / Advised and prepared students to install, operate, maintain, diagnose, and service PC & Windows 2003 Server network systems; from basic understanding of computers, to network configurations. Curriculum management, and student internship development

**Personal Computer Upgrades Deployment Technician**

Millington, TN - Abbtech Staffing, Navy & Marine Corps Intranet (NMCI) - December 2002 to February 2003

Project: NMCI - The largest IT Federal Contract ever awarded; $6.9 Billion. Migration of naval installation legacy (IBM; Windows 98) computer hardware, software, email, network, and personal configurations to newer, more sophisticated Dell (Windows 2000 Server/XP) systems and workstations

**Network Systems Engineer**

Robinsonville, MS - Horseshoe Casino & Hotel - November 1997 to September 2002

• Installed, implemented, administered, and supported: Novell Netware Server, Clients, and Printers, Windows NT, AS400Mainframe, Dumb Terminals and Printers, Unix Micros Server, Terminals and Printers, NEC Phone Switch and NEAX Voice Mail, IGT SMART Workstations, Lodgenet Entertainment Terminals, 1500 + node network, Dell Servers.

• Provided support for: Network Hardware/Software Support, VPN, Visio, Cisco/3Com Switches, Routers, Network Printer Servers, TCP/IP, DHCP/DNS, Architecture & Topologies, FTP, Trouble Ticket Resolution via Track IT application, and Remedy.
• Expertise in using network-troubleshooting tools such as the wand, tone generator, punch tool, LAN scanner and signal injector

**Education:**

**Associates in Electronics Engineering**

Remington College - Memphis, TN

November 1997

**Bachelor's in IT Networking**

AIU Online - Hoffman Estates, IL

**Master's in IT Project Management**

AIU Online - Hoffman Estates, IL

**Skills:**

PROJECT MANAGEMENT: Masters Degree (PMI-based), Microsoft Project, Change Management, Configuration Management.NETWORKING: Bachelors Degree (Network Administration), Data Center Mgmt, Solarwinds Monitoring, Windows 2008 Server R2 (Active Directory, Group Policy, KMS, DFS Replication, etc), VB Scripting, Network Hardware/Software Design & Maintenance/Wiring, Visio, , Cisco IOS/Switch/Router/Multilayer Switches, Cisco Wireless LAN Controller (WLC)/Wireless Control System (WCS) Dell Blade Servers, Microsoft System Center Configuration Mgr, WebSense, Novell, ARCServ, ComVault, Symantec BackupExec backup solutions.VDI:: Citrix CCA - Citrix/vmWare-Based VDI, ESX Hypervisor, vShere, vCenter, vmWare View/Horizon View/Composer/Client, Citrix Xen Server Hypervisor, Xen Center, Provisioning Server, XenApp (application publishing & terminal server), Netscaler ADC, AppLayering, Veeam, Azure, Google Cloud Platform, SaaS apps, Citrix Cloud, XenDesktop, Xen Client/Synchronizer, VB Scripting, Microsoft Roaming Profiles, AppSense Profile Mgmt, WYSE thin/zero clients. SAN: Certified Xiotech SAN Engineer Emprise 7000, NetApp SAN/NAS FAS 3210, NetApp OnCommand System Mgr, Dell Equallogic PS4110, Dell Powervault NX NAS, Dell Remote Access Console & Windows Storage Mgr, iSCSI, Fibre Channel, HBA installation/configuration/ maintenance, virtual NIC configuration, CIFS, NFS (10+ years)

**Certifications/Licenses:**

**CompTia Security+**

**CCA**

Certified Citrix Associate - XenApp/XEN Server

**CNE**

Certified Netware Engineer

**FCC GROL**

General RadioTelegraph Operations License

**XIO**

Certified XIO SAN Engineer