**Rajasekhar Borusu**





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**Professional Profile:**

Professional system administrator fluent in both business and conversational English, with nine years’ experience in several IT disciplines with 12+ years in System/Citrix administration. Diverse ranges of skills include but are not limited to: network and systems administration, Windows security, extensive desktop support / server experience, proficient in user support function, understanding technical specification of complex systems and with an aptitude for understanding software packages and related IT process. Quickly learn and adapt new programs, operating systems and scripting languages. Possessing an ability to support, analysis in problem solving and conflict resolution.

**Technical Proficiencies:**

 **Over 10+ Years of IT networking experience in the areas of** [**Microsoft**](http://www.microsoft.com/) **Network Administration, Server Consolidation, Active Directory Management, Citrix Operations, Systems Management and Application Virtualization.**

 Developed customized rule sets and alerts for effective management and reporting failures of critical services for 24x7 operations.

 Working Experience on Different Hardware Servers like **HP ProLiant DL360, DL380, ML570, IBM X series and Dell Power Edge 6850.**

 Problem Analyzing and solution providing on **Win2000/2003/2008/2012, Active Directory** configurations in a **single forest, multiple domains** infrastructure**& TCP/IP Networking.**

 Hands on Experience to **migrate** various Windows workstations and domains to **Windows 2003 Active Directory** using **NetIQ & Quest Tools**

 Hands on experience with **Microsoft Network Load Balancing** and **Microsoft Clustering technologies**

 Implemented and deployed **SQL Server2005 Cluster** for Enterprise Network.

* Installed Citrix Presentation Server/**XenApp 4.0/4.5/5.0/6.5/7.6** from ground up which includes setup, policy control, program deployment, enabling client access and load balancing.

 Implemented **Microsoft Cluster Services (MSCS**) for web services (**IIS5.0 and IIS6.0**) providing **High Availability** (HA) and **failback** for the **business critical** web applications hosted.

 Building, Monitoring and Troubleshooting of Windows 2**000/2003** servers. Installation and **upgrade** of **packaged applications** on the servers.

* Extensive experience on **HP Blade Chassis** **Enclosure** (**c7000**) / **Blade Servers** (**BL620c**) G7 using onboard administrator for starting / stopping **Citrix Pool Master Xen Servers**.
* Worked on Testing MWTS (Microsoft Windows Technical Services) Applications – Lotus Sametime, Operations Manager 2007 Console/client, **Citrix ICA Client**, VMware V sphere on W**indows 7** Test workstation and checked for compatibility of the applications.

 installing the Microsoft Patches on all the desktop and servers, Using **Update Manager** tool

 Experience in deployment strategies of Windows NT & Windows 2000 networks like **Active Directory, Security, DNS, DHCP and WINS.**

 Working on **Incident Tickets** while **on-call 24x7** rotation basis environment.

 Good knowledge on working with **Incident, Problem, Change and Request Management** Tickets in **Remedy/Service Now** Ticketing Tool as per **ITIL standards**.

 Extensive experience in configuration and monitoring of **Terminal servers, ILO** and **RSA** remote access.

 Expertise in **VMware** environments **2.5 and 3.0/3.5/4.1**. Installed ESX server on DL580 series Servers and familiar with VMware Virtualization. Managed **virtual machines** on ESX servers. Familiar with ESX **clustering, VMotion, HA & DRS.**

 Extensive experience in **P2V conversions** using **VMware Standalone converter and PlateSpin.**

 Good at Data analysis, identifying and planning strategies, which provides performance driven metrics.

 Expertise in installing, maintaining and configuring Citrix Presentations/XenApp/XenDesktop servers, worked on 1.8/3.0/4.0/4.5/5.5/6.5/7.5/7.6/7.9/7.15 LTSR versions

 **Publishing Applications**, **Content and Desktop** to the users as per the requirements.

 Enabling **Web Access** and Securing Access to Published Applications and content.

 Configuring Meta Frame Presentation **Server Policies, Load Management and Printers.**

 Knowledge on **VB Script.**

 Work well both independently and as **part of a team**. Work well under pressure and conflicting priorities.

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| --- | --- |
| Operating System | Windows NT/2000/ 2003/ 2008/ 2012/2016 Server, NT/ 2000/ XP/ Win7/8/10, Linux, RedHat.  |
| Hardware | Compaq ProLiant servers, IBM Compatibles, Cisco Routers/Switches, Modems, RAID Controllers, Firewall (Fortinet) |
| Software | Active Directory, Microsoft Systems Management Server (SMS), Microsoft Operation Manager (MOM), VMware, RAS, WINS, DNS, DHCP, Microsoft Operation Manager(MOM), VMware 5.5/6.0, Exchange 2000/2003/2007/2010/2013/2016 Server, Blackberry Server, RAS, WINS, DNS, DHCP MS Office Suite. |
| Terminal Application Servers | Citrix Meta frame 1.8/3.0Presentation Server 4.0/4.5, XenApp 5.0/ 6.0/6.5/7.6/7.9/7.15 XenDesktop 5.6/7.5/7.6/7.9/7.15 |
| Databases | MS Access, MySQL, Oracle 8.i/9i/10g/11g SQL Server 2000/2005/2008 |
| Web & Transaction Servers | IIS 5.0, IIS 6.0 |
| Languages | HTML, C, C++, COBOL VB Script and SQL**/**PLSQL |
| Directory Services | Symantec PC Anywhere, Microsoft Terminal Server, Remotely Anywhere, Dame ware |
| Networking Protocols | TCP/IP, Token Ring, Ethernet, RAS, RIP, OSPF,POP3,SMTP,DNS and DHCP |

***Certificates:***

**Microsoft Certified Systems Engineer (MCSE)**

**Citrix Certified Administrator for Citrix XenApp 6.5 (CCA)**

**Citrix Certified Advanced Administrator for Citrix XenApp 6.5 (CCAA)**

**VMware Certified Associate Data Center Virtualization (VCA-DCV)**

**VMware Certified Professional Data Center Virtualization 5.5 (VCP-DCV)**

**Professional Experience:**

**Wake Forest Baptist Health, Winston-Salem, NC (EMP ID # 3083162) 04/2018 – Till Date**

**Sr. Citrix Engineer**

* Built **Citrix XenApp/XenDesktop** (Virtual App / Virtual Desktop) 7.15/**1912 CU2** environment for persistent, non-persistent VDIs and applications for 20000 + end users.
* Built **Windows Server 2012/2016** Enterprise Edition Virtual Machines on **ESXi** Host clusters using vSphere 6.5.
* Assisted in Upgrading vCenter and all ESX hosts across all sites to vSphere 5.5/6.5/7.0.
* Joined to respective AD Domain based on geographical location and prepped the servers by Installing **SCOM SCCM** Agents, Symantec End point Agents. Configured storage and configured/partitioned disks.
* Tested Windows 2012/2016 OS compatibility with various mission critical enterprise applications such as Solarwinds, TSM, Trend, SEP etc. and managed those applications with various groups
* Made sure the server is up to date with Microsoft Hot fixes and patches. Also, made sure that all Citrix servers are at the same level related to patching and hotfixes.
* Provisioned Windows7/8/10 developer’s desktop (Xen Desktop) using SCCM task sequence and turned over to client
* Migrated Pilot users from Citrix XenApp 6.5 to **XD 7.6/7.15/1912 CU2 LTSR**.
* Pushed Citrix Receiver 4.9 LTSR, Workspace 1912 through SCCM.
* Sequencing applications using AppV 4.6/5.0, performed custom modifications to OSD file
* Installed Citrix components (XenApp/Storefront/PVS/MCS/License/Profile) and configured Citrix Studio for XenApp/XenDesktop 7.9/7.15.
* Manage and maintain administration of Exchange Server 2007/2010/2013/2016
* Built images in App Volumes and provisioned to the existing VDIs.
* Configured hosting within Citrix studio by establishing connection to VMware vCenter 6.5/7.0
* Created Machine Catalogs and Delivery groups for test and production environments
* Aggressively tested applications in XenApp 7.9/7.15/**1912 CU2** LTSR then rolled up to Cloned VM’s using Citrix MCS and PVS.
* Built Netscaler (ADC) VPX 1000 appliance through Console mode and updated Platinum licenses
* Configured Content Switching on Netscaler VPX 1000 series appliance based on different Citrix portal contents, language, HTTP header method and IP address range over port 80 using content switch virtual servers and policies
* Built NetScaler (ADC) VPX 1000 appliance on AWS Cloud.
* Configured NetScaler HA using force sync made Active Passive and natted the IP.
* Built the whole Citrix infrastructure Virtual App / Virtual Desktop on DR site and migrated it successfully.
* Worked on upgrading firmware on Citrix (ADC) Netscaler VPX 1000 from NS12.0 56.20.nc to Version 13 NS13.0 47.24.nc.
* Formulated group policies for Citrix and NetScaler apps. Supported NetScaler utilizing firewalls and content filtering devices.
* Configured high availability on Netscaler (ADC) VPX 1000 and MPX 5550 appliance by adding devices in HA Pair.
* Configured ADNS Services on GSLB Virtual Server over port 53 for other internal and external users.
* Created App Layer and installed applications, then created vDisk image and built the template using App Layering.
* Created persistent and non-persistent vDisks using App Layering and then built VDIs using PVS.
* Installed and configured AppSense DesktopNow Suite which includes Appsense Application Manager 8.6
* Appsense Environment Manager 8.4, Appsense Performance Manager 8.4 and Appsense Management

Center 8.4 to meet the organizational users’ requirements to connect to different devices.

* Configured Appsense DesktopNow Environment Manager 8.4 packages according to user requirements and pushed it through Management Center to the client devices.
* Implemented controlled application access and endured license compliance by managing user rights over

Controlled network & web access using AppSense DesktopNow Application Manager 8.6.

* Configured user group policies and computer group policies during log on and log off in a Citrix application servers using App Sense Environmental Manager.
* Installed and configured **AppSense Management console**. Pushed packages to the test machines to test the built **AppSense packages**.
* Replaced the network printers through Environment Manager.
* Configured centralized printing infrastructure in POC by installing thin print technology along with tracking database for XenDesktop environment as our Marketing users are working at different sites on different devices.
* Involved in designing and deploying a multitude applications utilizing AWS stack (including EC2,Route53, S3, RDS, Dynamo DB, SNS, SQS, IAM) focusing on high-availability, fault tolerance and auto scaling.
* Created AWS Route53 to route traffic between different regions.
* Deployed and supported Memcache-AWS Elastic Cache
* Created S3 backups using versioning enable and moved objects to Amazon Glacier for archiving purpose.
* Created load balancers (ELB) and used Route53 with failover and latency options for high availability and fault tolerance.
* Good knowledge on SaaS, PaaS and IaaS
* Worked on AWS EC2 Instances, AWS Elastic Beanstalk, DocuSign etc.
* Configured Security Group for EC2 Win 2016 and Linux instances.
* Built images with specific apps using ‘App Volumes’ and pushed to individual VDIs
* Configured Alerts/Monitoring for Dell PowerVault 3200/3300 Storage devices.
* Created 2000 + Citrix Xen Desktops using Citrix **Provisioning Services and App Layering**.
* Working knowledge on MFA (RSA, Duo).
* Working experience with cloud infrastructure AWS (Amazon Web Services) and computing. This includes AMI, virtual machines on Elastic Compute Cloud (EC2), S3 buckets, workspaces, VPCs, IAM, RDS.
* Build Dev Environment setup for testing applications in AD Migrations.
* Disabled the proxy settings in the registry in the Environment Manager using Selfheal key.
* Prohibited few applications to the users through AppSense Application Manager.
* Created Datacenter Documentation to cover the Windows /VMware / Citrix environment for better asset management.
* Worked closely with Storage and Network teams to ensure highest level of dependability across VMware infrastructure.
* Specialize in architecting and sizing Citrix infrastructure computing resources for performance-intensive applications and VDIs
* Built OS image using App Layering, PVS and MCS. Active Directory GPO design and custom PowerShell scripting.
* Built **Citrix Store front** servers with two sites (one for primary and one as failover) and configured explicit and pass through authentication and tested successfully.
* Conducted root cause analysis, diagnosed system problems and rectified errors.
* Shared technical expertise with other Engineering personnel and departments.

Environment: Windows 2008R2/2012/2016, Windows Desktop 7/8/10, Citrix XenApp 4.5/5.0/6.x/7.6/7.15/1912 CU2 LTSR, XenDesktop 7.5/7.6/7.15/1912 CU2 LTSR, VMware 5.5/6.0/6.5/7.0, HP Service Center. Citrix Xen Center 6.2, Citrix App Center, Citrix Receiver, Citrix MCS/ PVS 7.5/7.6/7.9/7.15/1912 CU2, Citrix Director, License Server, StoreFront, Studio, Virtual Delivery Agent, NetScaler 13.0, App-V 4.6/5.0,Citrix receiver 4.5/4.9 LTSR, Workspace 1912, App Sense Application Manager 10.1, Management Console , Environment Manager, Personalization Manager, Wyse Devices D90, Citrix Director 7.15, Monitoring Tool. AWS EC2, VPC Workspaces, Cloud Watch, Route 53. Server, Dell PowerEdge, Dell Power Vault MD3200, Power shell. LANDesk, SCOM 2007, IBM Endpoint Manager (Big Fix), Solar winds, App Volumes, App Layering.

**The TJX Companies, Marlborough, MA (LAN ID # raj00132) 03/2016 – 03/2018**

**Sr. Citrix Engineer**

* Worked as an Enterprise Engineer in IT infrastructure team, supporting 1000 + Servers (including Application, SQL Clusters, MS Terminal Servers & Domain Controllers) in a multi-site, multi-domain environment.
* Involved in mixed data center activities by building 25+ HP C7000 series Blade Servers / 15+ IBM Flex Blade Server X240 from ground up including IT Asset management, Networking & Backups.
* Configured IBM Logical Volume Manager along with base operating system. Day to day activities include, copying a logical volume to physical volume, adding disks to LVM, Changing the name of a logical volume.
* Involved in the migration and consolidation of different Citrix Farms Xen App 4.5//6.5 to 7.6 across the globe.
* Installed Citrix components (XenApp / Storefront / PVS / MCS / License / Profile) and configured Citrix Studio for XenApp/XenDesktop 7.5/7.6.
* Involved in the design meetings of how to migrate various application to the new farm at a centralized location.
* Used Xen Prep utility to Clone/prep the templates to spin up new Virtual machines
* Configured Citrix Director to monitor user session logins / performance and to generate total end user reports.
* Configured Store front server and created site in Citrix XenDesktop 7.6 environment. Tested storefront sites by publishing desktops & applications
* Configured Citrix director to monitor user session logins / performance and to generate total end user reports.
* Configured Store front server and created site in Citrix XenDesktop 7.6 environment. Tested storefront sites by publishing desktops & applications
* Updated SSL certificates on Citrix Net Scaler 11.0 by creating RSA Key and Certificate Signing Request (CSR)
* Worked on escalated tasks related to interconnectivity issues and complex cloud-based identity management and user authentication, service interruptions with Virtual Machines (their host nodes) and associated virtual storage (Blobs, Tables, Queues).
* Implemented System Center Operations Manager 2012 with Server 2012 enterprise wide. Created Web interface site for the user to access the published application
* Configured the site for Dual mode so that I could be used for both Streamed apps and Installed apps
* Configured the XenApp services site for user to launch their application form the XenApp hosted Client (PNAgent)
* Worked on Nutanix Hyper Converged Infrastructure for managing Citrix VDI environment (both persistent and non-persistent desktops) using PRISM Console. Reported Disk related issues to Nutanix by reaching out to Nutanix Support.
* Configured Disaster Recovery (DR) Capabilities of a Citrix XenApp 6.5 farm by leveraging the high availability database mirroring feature in Microsoft SQL 2008 R2. Made sure SQL Native Client was installed on every XenApp server and also MF20.DSN file was available on every XenApp server.
* Created different Citrix Templates as per the organizations requirements with required technology stack
* Created and standardized the image for the Citrix provisioning servers 7.6
* Configured Folder redirection using AD GPO’s to enhance user login performance in XenDesktop 7.6 environment.
* Created Virtual machines for application team to test their applications in the Citrix Servers before migration
* Standardized desktop templates for Published desktops for remote site users
* Created Snap shot of the VM to revert back to original settings if there were any issues with testing of application
* Worked on VMware VCOPS to collect information related to VM / Data store & Cluster performance metrics.
* Effectively used Citrix APPDNA tool to provide application testing, remediation and over all application compatibility before scheduling the migration.
* Worked on Citrix Provisioning services to stream different images to empty VM Shells
* Worked with users from different countries across the globe to migrate their servers/Citrix Farms in the new consolidated environment.
* Moderate and contribute to the support forums (specific to Az Networking, Az Virtual Machines, Az Active Directory, Az Storage) for Microsoft Developers Network including Partners and MVPs.
* Provide consulting and cloud architecture for premier customers and internal projects running on MS Azure platform for high-availability of services, low operational costs.
* Configured GSLB Virtual Servers, GSLB Service bindings on Netscaler VPX 1000 series appliance across 2 different datacenters over port 443.
* Configured CA Server and client certificates on Netscaler VPX 1000 series appliance and tested thoroughly before moving to production.
* Involved heavily in migrating VPX appliance from one datacenter to another datacenter by saving the configuration and importing on to the appliance with minimal downtime.
* involved in mastering the Hyper V VHD’s which were used in on premise VM’s, move them to Cloud blob storage and periodically update the images to Custom Gallery to make the images available to end users for creating IaaS virtual machines in Azure.
* Provided infrastructure support during different migration projects including migration of a ASP.net application to Azure Web app, and lab infrastructure setup in Azure.
* Configured Appflow and created Appflow Collector, Appflow Policy and Appflow Action on NetScaler VPX 1000 series appliance in order to collect ICA traffic information including datacenter latency, ICA round trip time, and session bandwidth.
* Captured Real-time throughput statistics, Package CPU Usage in order to scale the environment and adding future additional load on VPX and MPX appliances.
* Created Citrix policies to restrict access to drives, printers configurations etc.
* Building Citrix XenApp 6.5 servers at both datacenters on Citrix XenServer 6.0.2 using Xen Center.
* Actively worked on Xen Center 6.0.2 for Users Xen Desktop related issues in taking snap shots, rebooting/shutting down, increasing RAM and Storage, changing VLAN and moving the VM’s from on storage to another storage.
* Worked on virtualizing the applications using **App V 4.6**and publishing them to users using **SCCM**
* Recreated the terminal services profiles to resolve various application and user related issues
* Locked down the environment to the user using the Citrix Polices
* Created different load evaluators to restrict number of users on a particular server as per the application requirement to resolve any performance related issues
* Used Citrix Tools like APPDNA to check the compatibility of the app for Migration
* Used REGMON, FILEMON , PROCMON to troubleshoot various issues when migrating the apps from Xen 5.0,6.5 to 7.6
* Working on Configuring printer policy at logon in AppSense in the entire environment and test will test users before moving to production.
* Created packages for Windows 7 using App V and Adminstudio and testing them.
* Worked closely with AppSense support to refine log on and logoff policy in environment manager. Cross verified by generating reports in management console to see whether users in the groups are getting the right packages or not.
* Built AppSense Sandbox Environment (Environment Manager and Personalization Manager) and connected to SQL Database then imported production templates to continue testing.
* Configured more than 300 Wyse devices at client location both T10 and D90 (Windows Embedded Standard 7(WS7E) Devices.
* Built EC2 (Elastic Cloud Compute) instances for Win 2012 and Linux OS using key pair in AWS
* Created VPCs (Virtual Private Cloud) for different regions using CIDR block, Subnet, Route Tables, Network interfaces, Storage and Security Groups in Work Spaces.
* Configured Subnets using Class - C for 32 Bit and with Route Tables in AWS.
* Configured Internet Gateways and Peering connections for cloud computing in AWS.
* Worked closely with Storage and Network teams to ensure highest level of dependability across VMware infrastructure.
* Packaged applications as per user requirements using Microsoft App V and published in Citrix Xen App 6.5/7.6 environment.
* Implemented System Center Operations Manager 2012 with Server 2012 enterprise wide.
* Install and configure and authoring different SCOM Management Packs.
* Created various GPO’s to lock down the servers in a specific OU and delegated the GPO to apply to a specific user group and excluding it for the Administrator.
* Experience with SQL 2008R2, Creating Databases, delegating user roles to DB like DBowner, DBreader based on the application requirements
* Worked based on the ITIL standards like change management, incident management, request management, problem management
* Provided 24 X 7 on call support using Service Now ticketing system and resolved them within SLA time limits.

Environment: Windows XP/2003/2008, Win T PC, Win 7, Citrix XenApp 4.5/5.0/6.0/6.5/7.6, VMware 4.0/5.0/5.5, HP Service Center. Citrix Xen Center 6.0, Citrix App Center, Citrix XenDesktop 7.6, Citrix Receiver, Citrix Provisioning Services, Desktop Director, Citrix Studio, Citrix XenApp 6.5/7.6 Platinum Edition, App-V 4.6, App sense Management Console 8.2, App sense Environment Manager, App sense Personalization Manager, Windows 2008 Enterprise Edition, Wyse Devices(T10 and D90), AWS EC2, VPC, Cloud Watch. Citrix Edge Sight Monitoring Tool. SCOM / SCCM 2012, Active Directory, Microsoft Failover Clustering, VMWare ESX 3.5/4.x/5.x HP Proliant, EMC Storage.

**CITI Group, Warren, NJ (SOE ID # RB98161) 06/2014 – 02/2016**

**Sr. Citrix Engineer**

 Responsible for all the Windows NT, 2000, 2003 and 2008 servers in the Data Center. Installation and administration of Windows NT servers, domains and database servers like SQL.

 Evaluate Recommend Support Administer and maintain about 2000+ Server (Windows 2003,2008 Windows 2000, Windows NT, MS Proxy server, SQL 2000, Backup Exec, IIS servers).

 Worked on Various Servers (HP, IBM and Dell)

 Configured ILO for HP, DRAC for Dell and RSA for IBM servers for remote access to Administrator

 Used App-V for virtualization of the applications.

 Installation of Applications on the terminal services server and providing access to necessary groups

 Creating user and Groups as per the requirement and Organizational Naming Conventions

 Designed & implemented Microsoft Active Directory for Test domains

 Used App V debugging tool and ACDC to debug App V application.

 Designed & implemented messaging services using Website hosting, Internet Information Server (IIS) configuration, implementation and maintenance.

 Worked with Admin Studio 9.01 to repackage various applications and build MSI packages and Transforms MST and Patches MSP

 troubleshooting of various application related issues with Java Runtime Environments on both 32bit and 64 bit Operating systems

 Designed and developed a virtual desktop environment using Citrix XenDesktop 5.6 and all integrated components such as Provisioning Server, Citrix XenApp, Active Directory, SQL Server, Licensing server, HDX for Professional Graphics and VMware

 Involved in building Windows 2008 servers for XenApp **6.0** projects.

 Created **Golden images** using the Microsoft Automated deployment services and deploying them on the newly installed hardware in the datacenter.

 Involved in the planning and execution of the **decommissioning of Old Windows servers**

 created a quote for buying a server as per the project requirement

 worked with various **Group Policy Objects** and configuring them in order to lock down the Windows environment for Non Admins and users.

 Created login scripts for mapping network drives as per the department’s request

 analyzing the server crashes from the memory dump and worked with Microsoft for resolving the issue (getting updated patches or updating the drivers as per recommendation)

 Analyzing Event logs for application crashing for troubleshooting the application related issues

 Used **Process Explorer** to close hung process, handles and dll’s

 Configured IIS server and created Website as per application requirements for **Citrix Web interface**.

 published applications in Citrix and provided access to user as per the Service request.

 Rolled over applications as per user requirements and tested aggressively with testing team before moving to production.

 worked on deploying virtual machines using **AWS** and made them HA capable due to critical applications installed on these machines.

 actively raised and participated in Citrix support calls to overcome design related issues for appropriate **VDI** assets and documented best practice for future reference.

 working on XenApp 5.0 in test environment for migration of the current farm from **XenApp 4.5 to 5.0**

 Installing Citrix 4.5 on Windows server and joining them to the farm

 troubleshooting various issues related to **Citrix resource manager, printers**, etc.

 Created Load Evaluators for disabling login to the severs for troubleshooting purposes

 Used **FileMon, RegMon, ProcMon and Process Explorer** to troubleshoot the application issues in both Windows and Citrix Environment.

 Provisioned Windows 7/ XP developer’s desktop (XenDesktop5.5) using SCCM task sequence and turned over to client.

* Knowledge on NetScaler, checking incoming connections for external users etc.

 **Shadowing** user sessions for troubleshooting the issues

 Experience with **Application Streaming** and publishing **Streaming profiles** for user access

 recreating corrupt **Terminal Server user Profile** for user to connect and launch the applications

 Resolved various connection of Citrix Printer issues for client printing over Citrix

 Created Web Interface Access Platform Site for offshore users

Working experience on **SCOM 2007** (used for monitoring, health check and status of the servers) and **SCCM 2007** (pushing deployments, packages and updating packages on the servers) applications.

 actively involved in implementing **SCOM 2007** on our 200 + Citrix servers and 3000+ workstations which enabled us to check the health, performance, and availability for all monitored objects in the environment and helped us identify and resolve problems.

 Created Persistent and non-persistent images in XenDesktop for users depending on the organizational requirements.

 Created Virtual Machines on ESX 3.0 and maintained through **Virtual Center Infrastructure Client**.

 Configured **HA, Failover** and **DRS** in VI

 Created **templates** and build servers on ESX Host

 Configured memory, processors, switches etc. on for virtual Servers on ESX host.

 Monitored and managed the performance and the load balance of the Servers.

 Created and documented process for deploying Virtual machines on VMware.

 Performed **P2V** conversions using **VMconverter** and **V2V** conversions using **Vmotion**.

 Used HP service center for working on **Incident Tickets, Change Tickets, Request Management** Tickets

 Created workflow documents for defining process for Server Dcoms, help desk escalations.

 Working on providing 24X7 on call support on various Citrix related issues including Citrix XenApp/ Xen Desktop Connectivity issues using Cherwell incident management tool

 Created Application installation documents for change management review.

 Updated manager on weekly meeting on the project status assigned.

**Environment:** Windows XP/2003/2008, Citrix 4.5/5.0/6.0, VMware3.0/3.5,HP Service Center, VMware ESX 3.0/3.5. Citrix XenApp 6.0, Citrix Receiver, Citrix Provisioning Services, App sense Management Console 8.4, App sense Environment Manager, App sense Personalization Manager, Windows 2008 R2 Data Center Edition, Windows Server 2003, Windows XP SP3, BMC Remedy Ticketing System, Citrix Edge Sight Monitoring Tool.

**MTA-NYCT, New York, NY (EMP ID # 7575937) 04/2013 – 05/2014**

**Citrix Engineer**

 Responsible for maintaining, administering and was troubleshooting all the Windows NT and 2000 and 2003 servers in the Data Center.

 Installation and administration of Windows NT servers, domains and database servers like SQL.

 Building Windows 2000 and 2003 Servers on HP Proliant DL 360, 380, 370 and 580 Servers. Also on IBM P series, E series Servers and Dell Power Edge Servers.

 Experience in publishing the sequenced applications on Windows Server Microsoft App-V Management Server to the defined groups in Active Directory

 Designing and building the new servers and install all applications according to the department requirements.

 Plan, install and deploy a **VDI** Proof of Concept (POC) environment to evaluate the benefits, performance and scalability of Windows XP hosted virtual desktops.

* Packaged applications as per user requirements using Microsoft App V and published in Citrix Xen App 6.5 environment.

 Good knowledge on working with application repackaging of the given EXE files and application transforms of the given MSI Package using Install Shield Admin Studio and Wise Package Studio

 Gathered requirements to help design and construct the base client image running on Windows XP and Windows 7 for use on a Citrix Provisioning Server 5.6 to be able to use pooled desktops

 Gathered the information from the customers and worked accordingly.

 Used **ILO** and **Remotely Anywhere** for accessing the servers and maintaining them.

 Configured **HP Proliant G3, G4** and **Blade Servers**.

 Maintained **Windows NT 4.0** and **windows 2000** servers.

 **Monitoring** and **troubleshooting** Operating System and application performance issues in detail

 Creating users and assigning the roles depending on the privileges and restrict the user access.

 Administering domain trusts, and changing the domain mode using Active Directory Domains and Trusts.

 Installation, configuration of **TCP/IP, DNS, WINS, LDAP, IIS 6.0, ASP.NET** settings on application servers.

 **Decommissioned old servers** and **cutover the new servers**.

 Created Roaming profiles for the Citrix Users to reduce server load and increase performance.

 Worked with Microsoft engineers for issues pertaining to the new environment and the application.

 Installation of IIS and other components, configuration including moving IIS logs, adding registry entry (HKEY\_LOCAL\_MACHINE) for web servers having more than one websites, etc.

 Installed Citrix **XenApp 4.5/6.5** application on the servers

 **Published applications** on the Citrix servers and provided user access

 Troubleshoot issues related to Citrix access, connection to resources etc

 Worked with utilities like XenPrep and SysPrep to help clone the XenApp servers for future deployment and expansion.

 Fine-tuning, scanning and hardening of the IIS 6.0 servers, both in the DMZ and internal networks.

 Understanding of VB scripts.

 Installed, maintained and configured **VMware3.0/3.5** environment.

 Installed and configured Virtual Center Server 2.5 for administering, managing ESX hosts

 Created templates in **Virtual Center** and **deployed virtual machines** from template

 Worked on **Symantec Antivirus** issues which have daily updated problem on the clients.

 Provided monthly **health report** for the existing Windows Servers.

 Gathered user information for every server by using user **revalidation tool**.

 Involved in the documentation of all work in the environment, including activation, deactivation of windows servers.

**Environment**: Windows XP/NT/2000/2003, My SQL 2005, CA Unicenter, Citrix Metaframe Presentation 4/

XenApp 4.5/6.5.

**AIG, Fort Worth, TX (S8011156) 11/2011 – 03/2013**

**Citrix Administrator**

 System & Network administration on Windows2003 advance server with Active Directory Domain including 14 Domain controllers, + 5000 users.

 Quoting of new servers as per the application requirements from HP, IBM, DELL

 Build many Windows servers using the **HP smart start, Server Diagnostics, Firmware updates, Proliant Support Packs**

 Resolving various issues such as **Windows Policies**, Application licensing through RDP, Net - meeting.

 Maintained **Microsoft Windows 2003** Active directory

 Troubleshooting of many issues related to **share permissions and NTFS permissions**

 Worked on user account lockout and tracing the root cause using the **event combmt** and **account lockout status tools**

* Extensive experience on **HP Blade Chassis** **Enclosure** (**c7000**) / **Blade Servers** (**BL620c**) G7 using onboard administrator for starting / stopping **Citrix Pool Master Xen Servers**.

 Worked with problem management records, trying to find the root cause of a server crashes using **WinDebug** for crash dump analysis

 Used App-V for virtualization and sequencing of the applications.\

 Resolving Printer issues by deleting stuck print job, recycling the print spoolers

 Created **virtual directory** for ftp site for ftp’ing files to a shared location

 Resolved issues related to **WINS, DNS, DHCP** with machines in Domain

 Joining of Laptops and Desktops to domain using commands like **netdom** through Command Line Interface

 Creating User accounts in Active Directory and Email Account creation on Exchange Server 2003 through web based tool.

 Creating new user accounts and groups, and resetting user accounts passwords.

 Coordinating with Vendors regarding production issues & solving problems.

 Installed & maintain 4.0 and 4.5 Citrix presentation servers.

 Install and monitor secure gateway server.

 Migrated more than 800+ users from Metaframe Presentation Server 1.8 to 4.5

 Migrated more than 100 applications from 4.0 to 4.5

 Install, maintain & monitor Citrix XenApp4.5 Server making sure they are up-to-date with latest rollup hot fix and service packs as well server 2003 update

 Installing **Native** and **UPD** drivers, Creating **printing policies** and resolving printing issues in Citrix environment

 Creating new sites in web interface 4.0, hardcoding the webpage.

 Migrated Critical Applications from Meta frame **xp to 4.0** and **4.0 to 4.5**

 Installing **Citrix license server** and renewing expired licenses

 Adding new server to the Farm and disjoint servers from farm using **CHFARM** command

 Resolving users issues connecting via **SMS Remote Desktop** .

 Maintained 1600+ Various Published application, maintained and updated new releases.

 Monitoring and managing the performance and the **load balance** of the Servers.

 **Publishing the Desktops** and Individual **Applications** according to the Department requirements in the organization.

 Installation and maintenance of **VMware ESX 3.x**

 Created **templates** with standard guest OS with latest updates and patches for easy creation of VM’s

 Knowledge on different **Vswitches** (VMport group, Vmkernel, Service console)

 Provided access to user by **creating roles** in the Virtual Center Server.

 Migrated Virtual Machines from one host to other host through **Vmotion** for maintenance purposes.

 Resolving all Kind of VM ware and Citrix related issues.

 Working on various environments such as testing, implementation, Production support & Giving Production support on 24/7 bases (during critical issues). Provided daily, weekly and monthly health reports on Existing Citrix Farm & suggesting up gradations of servers or license.

 Working on deadline, multitasking, simultaneously working on multiple projects & coordinating with various vendors. Applying Securities Policies.

 Installing the Applications on Desktops through Marimba Channel

 Creating a test Environment in Citrix or VMware for Production Team to test their applications.

 Working on Remedy tickets and prioritizing the work as per the SLAs. Giving global Support to entire network, which span over 5 IDC (International Data Centers) & +110 remote locations (around the globe).

 Monitor and schedule network backups and check logs to verify backups were completed successfully

**Environment:** Windows XP/NT/2000/2003, My SQL 2000, Marimba Channel, Remedy, Exchange NT/2000, Citrix Metaframe, Presentation Server 4.0/ 4.5.

**FedEx, Pittsburgh, PA (EMP ID # 823713) 04/2011 – 10/2011**

**Windows Server Engineer**

 Maintained and **supported 1000+ servers** with about 5000+ users.

 Building Windows 2000 and 2003 Servers on **HP Proliant DL360, 380, and 580Servers**. Investigated and resolved server related issues

 **Designing and building the new servers** and **install all applications** according to the department requirements.

 Responsible for administering and troubleshooting all the issues related to **Active Directory, Windows 2000 and 2003 Servers.**

 Resolved FMS HPOV Tickets as well as other tickets and requests submitted by users via Remedy.

 **Creating users and assigning the roles** depending on the privileges and restricts the user access.

 Administering domain trusts, and changing the domain mode using **Active DirectoryDomains** and **Trusts.**

 Administering and Maintaining Active Directory group policies for the environment through Group policy editor

 Troubleshoot Basic Printing problems for print servers such as restart print spooler, Modify/Update IP Address for Print Queues etc.

 Managed the existing Citrix (PS 4.5) server farm, helped troubleshoot Citrix farm and application issues

 **Designed** and **implemented** a new Citrix XenApp 4.0 farm according to the Best practices. The farm consisted of 48 IBM Blade servers and around 1300 concurrent users

 Created **Citrix policies** for printer management for maintaining the **session printers, Printer bandwidth** etc.

 Published **Applications, Content and Desktops** to users in Citrix Management Console.

 Created a standalone **SQL Database Server** for Citrix and for redundancy **replicated** the Citrix Data Store also the Resource Manager Database to another SQL server. Also created maintenance plans for the SQL servers.

 Deployed **VMware ESX** hosts, defined and Automated Company standards for configuration

 Set up and maintained Test Lab using VMware for testing different migration scenarios and post migration issues

 Setup and configured Resource manager for alerts and health monitoring.

 Helped in the **server build process** of the 48 IBM Blade servers.

 Created a **Network Load Balanced** (NLB) cluster for the Citric Web servers and configured it for the installation of Citrix Web Interface 5.0

 Created Roaming profiles for the Citrix Users to reduce server load and increase performance.

 Worked with **Microsoft and IBM engineers** for issues pertaining to the new environment and the application.

 Written **VB scripts** for easy management of the servers.

 Worked with the application Admin with the installation, migration and troubleshooting application issues (namely Nextgen EMR and Medlinks) on the new environment.

 Created **Documentation** for the entire installation and design process and performed a warm handoff to the company management.

**Environment**: Windows XP/NT/2000/2003, My SQL, CA Unicenter, Citrix Metaframe Presentation 4/

XenApp 4.5. Remedy Ticketing system.

**IBM, Walt Disney, Columbus, OH (EMP ID # C-7N71) 05/2007 - 03/2011**

**Systems Engineer**

 Migrated **2000+ users** and computers from various geographical locations across the globe to corporate domain.

 Configured Basic & Advanced ILO (integrated Lights-Out) on remote domain controllers to monitor & troubleshoot at any time from a standard web browser.

 Configured **HP Proliant DL380** G3 and G4 Servers using HP Smart Start and Hard Disk Array configuration with RAID5

 Installed **Windows 2003** Enterprise Server on HP servers and promote them as Domain Controllers in Active Directory.

 Configured HP Network Load Balancing on HP Servers using HP Network Configuration Utility 7.

 Configured Active Directory integrated DNS, Configuration of centralized domain wide WINS and DHCP services.

 Established Two-way trust relationship with external **Windows NT/2000/2003** domains.

 Installed and Configured **WINS, DNS, and DHCP**.

 Migrated Windows based workstations/servers from **Windows NT 4.0 / 2000** domains to **Windows 2003 Active Directory** using NetIQ DMA.

 Was responsible for Administration of Active Directory and delegating control / permissions to the site Admins on corresponding OU’s. Assisted offshore team on the **patch management** issues.

 Migrated DHCP database from remote locations source domain to target domain.

 For Fail-over purpose splitting the DHCP scope using 80-20 rule and Installation of DHCP Relay Agent at every site.

 Created and documented process for deploying **Virtual machines on VMware**.

 Configured Windows95/98 and NT workstations to authenticate with Active Directory 2003.

 Trouble-shoot the migrated workstations using Dame Ware NT Utilities / Remote control desktop, which has Active Directory browser view.

 Configuration of new server builds as per client’s best practices including hardware roll outs.

 Created **Active Directory users, OU’s, groups, security group access, folder mapping**, printer mapping and login scripting.

 Coordinated with application developers and DBA to ensure maximum uptime for servers and applications

 Published **Applications, Content and Desktops** to users in Citrix Management Console.

 monitored and maintained the **Citrix Web Interface server.**

 Installation and configuration of clusters and network load balancing.

 Windows AD Group Policy Administrator

 Initiated, Demonstrated and implemented Wireless access to county applications for field users Terminal servers, VPN.

 Installation, configuration, administration and maintenance of Windows Server 2003 and Server 2000 on Dell Power Edge Servers.

 Management/monitoring of servers using default MS tools and third party tools. Migration of NT4 servers to Active Directory Domain.

 Security Administration of Windows Servers, user accounts and security groups

 Created **AD users, groups, Policies,** printer mapping and login scripting.

 **Monitored server health, performance, executed scheduled tasks and designed event action plans for critical services**

 Installing, Maintaining and Configuring the **Citrix 3.0/4.0** Servers with various components

 Installing and configuring **License servers**, **Updating License files** in the license management console

 Publishing applications using Presentation server console and Access Management Console for user access through Program Neighborhood Agent and Web Interface

 Troubleshooting of various Citrix issues on servers and user machines

 Used Power Tools for Windows Server Administration. It provides front to back remote troubleshooting and problem resolution without having to login to a server or command line argument

**Environment**: Windows XP/NT/2000/2003, VMware ESX 3.0, CA Unicenter, Citrix Metaframe Presentation 4.0