**Gary Mercado**

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## **IT SUPPORT & INFRASTRUCTURE | ENd User Computing Engineering | DATA GOVERNANCE**

## ***Leverage 23+ years of experience spanning IT infrastructure, Network management and Engineering, system operations, service management, and disaster recovery.***

Multi-certified IT professional and Network Engineer who offers a proven track record in setting up and maintaining networks/systems as well as diagnosing and troubleshooting technical issues for internal/external clients. Provides high level technical support for end-users, ensuring problems are thoroughly examined and solutions are well tested prior to implementation. Expert at conceptualizing and creating technological strategy with a strong ability to prove out new technology, deliver enterprise-class deployments, and effectively communicate the architectural vision for successful product implementation. Solutions-oriented Technical Engineer with notable success identifying, evaluating and documenting complex computing requirements for systems integration. Ensuring the streamlined operations of client projects through scope and objective development; preliminary project planning and design; and the determination of resources and timelines. Adept at maintaining focus on achieving bottom-line results while formulating and implementing advanced technology and business solutions to meet a diversity of needs. Exemplary communication and attention to detail to exceed customer expectations and maintain high levels of client satisfaction.

## **Career HIGHLIGHTS**

* Senior VDI Engineer with design and deployment experience in Citrix, VMware, Windows NT, Windows 2000, Windows 2003, 2008 R2, Windows 2012 R2 and Windows 2016.
* Outstanding certifications include CNE 4.11 and 5.0 | CCNA 1.0 & 2.0 | TECHNICAL SCHOOL CERTIFICATE | CCA (Citrix Certified Administrator) | Softricity Softgrid/App-V 4-5x Certified Administrator| MCP Windows 2000 Professional | MCP Windows 2000 Server | VCP ESX/ESXi 3.5 | VCP Vsphere 4.0
* Prior experience with Active Directory, Metaframe 1.x, XPE, Presentation Server/Xenapp 3.0/4.0/4.5/5.0/6.x, XenApp and XenDesktop 7.x and above, VMware Horizon View and Microsoft's App-V application virtualization solution with a focus on application deployment to various endpoints.
* Knowledgeable in SCCM 2012 and SCCM 2016 with the focus being implementing developing support procedures and engineering the deployment of current branch architecture.
* Experience also includes supporting and engineering of Web, FTP and DNS servers using IIS.
* Proficient in implementation, design and use of Citrix MCS (Machine Creation Services) and in all versions on Citrix Provision Server 7.x and above

## **AREAS OF EXPERTISE**

Strategic IT Planning & Leadership

Technical Roadmap/Strategy

Process Improvement

Data Management Strategy

Staffing & Resource Management

Risk Management & Risk Mitigation

System Architecture & Design

Complex Network Solutions

Requirements Analysis

IT Infrastructure & Standardization

PMI Project Methodologies

Client Relationship Management

Critical Path Analysis

Performance Enhancement

Quality Assurance & Control

Technology Integration

Enterprise Architecture

Network Installation & Maintenance

Platforms and Routing Protocols

Networking infrastructure

Virus and Malware Prevention

Hardware and software installation

Network automation

Operating System Testing

Network Security & Design

Quantitative Analysis

Network Development

Testing and Troubleshooting

Firewall & Network Security

Routing, Switching & Troubleshoot

## **TECHNOLOGIES**

* **Software:** Windows NT, 2000, 98, ME, 95, Solaris 2.7, Novell (4.11 & 5.0) Citrix MetaFrame 1.8, Active Directory, NDS, E-Directory (NDS 8.0), Exchange 5.5, MS Proxy, IIS, MTS, Verisign Digital Certificates, MS Back Office, MS SQL 7.0 Snapshot, MSI, ArcServe, Backup Exec, HP Openview, Novell Managewise, Novell Z.E.N. Works, Novell Groupwise, Outlook 98 and Outlook 2000, DHCP, WINS, DNS, VPN’s
* **Protocols:** Routed- IPX/SPX, TCP/IP | Routing- RIP, BGP V4, IGRP, EIGRP, OSPF and OSI’s IS-IS | Frame Relay and ISDN |T1 and CSU\DSU
* **Hardware:** PC’s, Compaq Servers (380, 560, DL), Dell 42xx, PowerEdge Servers, Cisco Series 2500 and 2601 routers, Catalyst 2924, XL, 5000 and 6000 series switches with RSM; Cisco Pix, and Checkpoint Firewalls, Cisco Local Director, Sun Sparc

## **PROFESSIONAL EXPERIENCE**

**CNA Insurance** 6/18-Present

***Consultant***

* Design, Document and deploys and manages the VMware Horizon View 7.x (currently updating to 8.x) Virtual Desktop Infrastructure for a CNA insurance supporting over 2,500 VDI desktops which is designed to grow to over 8,000 in the next three years
* Uses VMware’s User Environment Manager (UEM) for user profile management and Using App Volumes to virtualizes their developer and office applications
* Uses RDSH Servers to present Application Pools for their main support and business applications
* Helps in setting-up USB Redirection to support their Fujitsu Scanners, Topaz Signature Pads, and Web Cams.
* Work with cutting edge All Flash SAN products to provide the latest in performance and scalability for VDI installations (Nutanix, Pure Storage, Nimble)
* Uses Liquidware Labs Profile Unity, VMware’s Persona Management and User Environment Manager (UEM) to manage user profiles and settings
* Installing different AV and security products (McAfee Move, Cylance, Carbonite) in conjunction with vShield to protect the environment
* Monitors Citrix Environment via Edge sight (legacy) and Director
* Maintained Images for XenDesktop VDI via MCS both random Machine Catalogs and Full Clone Persistent Machine Catalogs
* Publishes Citrix Applications Microsoft Office 2k13, 2k16, Customer Apps (2000 +)

**CNA HARDY (UK BASED)** 1/18 - 6/18

***Consultant***

* Implemented VMware ESXi vSphere, vCenter, and vMotion to virtualize their entire server environment
* Implemented Citrix Xendesktop(VDI)/ XenApp 7.15 LTSR and Provisioning Server to virtualizes their desktop environment
* Implemented an EqualLogic SAN for centralized storage to support high server and desktop availability
* Replaced traditional Desktop PCs with Wyse terminals to reduce hardware and support costs
* Installed a Citrix Netscaler Access Gateway (currently Citrix ADC) for secure remote access from anywhere in the world
* Migrated their active directory domain from Windows 2008 to Server 2012R2
* Designed and implemented the server and workstation environment to support Onshore and offshore developers/support staff
* Designed offsite backup and controller-based replication for all critical servers
* Develops strategy and leads large, cross-division functional teams or projects the affect the organization's long-term goals and objectives
* Provides highly innovated solutions for the End User Computing users in the Corporate environment
* Document and Design all VDI and RDSH infrastructure
* Deployed AppSense Environment Manager/Desktop Now
* Deployed Citrix Profile Management
* Established and maintained configuration and recovery documentation for the Citrix Environment

**MCGRAW HILL FINANCIAL/STANDARD AND POOR’S GLOBAL** 8/14-1/18

* Atos (Infrastructure and Data Management)
* Worked as the leading consultant on a project for McGraw Hill Financial\Standard and Poor’s Global to migrate their current XenApp 4.5 farm that at the time was 500 + servers and 3000 published applications\desktops and their XenDesktop 4 farm consisting of 2000 Persistent VDI’s to Citrix XenDesktop\XenApp 7.6 LTSR CU2.
* Moved the client form Web Interface 5.4 and CSG to Citrix StoreFront 3.6 and the NetScaler Gateway VPX 11
* Implemented Microsoft Bit Locker Administration and Monitoring server (MBAM). Implementing security policies to match the CESG End User Device Strategy for devices
* Designed and developed a virtual desktop environment using Citrix XenDesktop 7.x and integrated components such as Provisioning Server, Citrix XenApp, Active Directory, SQL Server, Licensing server, HDX 3D for Professional Graphics and VMware
* Gathered requirements to help design and construct the base client image running on Windows 7 and Windows 8.1 for use on a Citrix Provisioning Server 7.6 to be able to use pooled desktops and streamed RDSH shared desktops and published application servers.
* Implemented and deployed support procedures for SCCM 2012 in the following areas: Client Configuration, Client Push Installation, Managing the SPN for SQL Server Site Database Servers, Updating Configuration Manager 2012 R2, Site Recovery Procedures and Automated procedures.

**PFIZER PHARMACEUTICALS | GMTB GROUP INC.** 3/10- 7/14

***Consultant*** - Global Citrix 4.5 Administration (Global farm consists of over 700 servers and 3000 applications)

* Used of Citrix AppDNA to determine which applications could be best suited for migration onto the Windows 7 platform. This ensured that end users would not have to log onto to different desktops to access applications.
* Appsense used to capture and deploy personalization data and settings to seamlessly deploy existing applications onto the VDI and hosted application platform.
* Migrated of applications to the VDI platform hosted on Windows 7 allowed the company to leverage the use of the legacy desktop/laptop hardware expedited the scheduled deployment to the Windows 7 platform.
* Led engineer for deployment and support of SAP and Sun financials applications
* Applications deployed and packaged via Microsoft App-V 4.5 SP2 and Currently App-V 4.6
* Involved in the beginning stages of engineering an upgrade of farm to XenApp 6.5
* Deployment of applications using SCCM 2012 SP1 software library (App-V Packages)

**BANK OF AMERICA/MERRILL LYNCH | GMTB GROUP INC.** 1/09- 1/10

***Consultant***

* Designed and implemented initial Hosted Virtual Desktop solution in an initial pilot environment consisting of 1500 pilot users.
* Configured and supported of Netscaler for High-availability of Web interface
* Worked with various desktop delivery brokers and backend virtualization solution, namely VMware View 3.0/4.0 Beta, Xendesktop 3.0/4.0 Beta, Vworkspace, Leostream and Desktone. The virtual desktops were hosted on Xenserver 5.5 ESX 3.5/4.0 and Parallels Virtuozzo.
* Applications within the virtual desktops were provided with a combination of hosted and streamed/profiled applications on the XenApp 4.5 and 5.0 infrastructure and App-V 4.5.
* Built and deployed the Xendesktop/XenApp solution to be used for the initial 1500 user pilot which will scale to 3000 users by the first quarter of 2010.

**FOREX CAPITAL MANAGEMENT/BEAR STEARNS & NYSE | GMTB GROUP INC.** 9/08-1/09

***Consultant***

* Designed and implemented Virtual desktop solutions (VDI) using various broker and hypervisor technologies to deliver VDI solutions according to client requirements.
* XenDesktop VDI broker used for Forex Capital Management with a VI3 backend hosting infrastructure. Provisioning server 5.0 was used to stream disk images to virtual machines ensuring space savings on the backend SAN infrastructure (3 Par)
* Appsense Environment manager was used for user personalization and policy settings. NYSE environment consisted of using the VDM 3.0 (Beta) broker and backend infrastructure.
* The VDM 3.0 broker was used with the VI3 backend hosting infrastructure. The use of the linked clones feature in VDM 3.0 provided the customer the ability to use a base desktop image to ensure the storage cost savings.
* ThinApp was used to provide the application virtualization portion ensuring that we had a clean base image and application regression testing was drastically reduced.

**BROOKFIELD PROPERTIES | GMTB GROUP INC.** 3/07-8/08

***Consultant***

* Designed and on-going implementation of Citrix Presentation Server 4.5 Enterprise Edition
* Implemented of the migration plan for the clients Metaframe XPe farm to CPS 4.5 farm
* Customized design of Web Interface 4.5 portal to leverage applications from the legacy Metaframe farms and the CPS 4.5 farm. This will allow the business to slowly migrate applications over to the CPS 4.5 farm
* Packaged applications using Installation manager for automated deployment and for compliance of new Citrix CPS server build.
* Created and documented the automated Citrix server build.
* Provided support and troubleshooting of the Legacy and CPS 4.5 farms.

**UBS WEALTH MANAGEMENT UNITED STATES | GMTB GROUP INC.** 1/06-2/07

***Consultant***

* Led engineer for implementation of Citrix Presentation Server 4.0 global farm
* Led engineer in the implementation of Citrix secure gateway 3.0 and Web Interface 4.2, this provided secure remote access using existing hardware in a single-hop DMZ deployment.
* Documented of all aspects of the Citrix Presentation Server 4.0 farm (e.g. Presentation Server 4.0 Build Guide, Global Citrix License server build guide, etc)
* Worked with the Active directory group to eliminate the use of roaming profiles; this was remedied by using Flex Profiles and group policy folder redirection.

## **PRIOR EXPERIENCE**

* **Schering-Plough Pharmaceuticals**: **GMTB Group Inc.** | Consultant 2/05-10/05
* **Deutsche Bank: Amalgamated Tech Inc.** | Consultant 9/04-2/05
* **Lehman Brothers: Amalgamated Tech Inc.** | Consultant 11/03-9/04
* **Minolta U.S.A: Amalgamated Tech Inc.** | Consultant 3/03-4/03
* **JP Morgan Chase: Amalgamated Tech Inc.** | Consultant 6/02-02/03
* **Wyeth Pharmaceuticals: Amalgamated Tech Inc.** | Consultant 1/01-12/01
* **Structuredweb Inc.** |Consultant 4/00- 12/00
* **Trading Edge, Inc.** |Network Engineer/Desktop Engineer 12/98- 12/99
* **Elizabeth Board Of Education** |Network Technician/ Desktop Engineer 5/97-12/98

## **EDUCATIONAL QUALIFICATION AND CERTIFICATIONS**

**COMPUTER LEARNING CENTERS, INC. PARAMUS, NEW JERSEY** 1995 – 1997

* Computer Repair/Networking Technologies
* Graduated with honors | Received certificate in computer repair and networking technologies
* CNE (CERTIFIED NOVELL ENGINEER) 4.11 and 5.0 | CCNA (CISCO CERTIFIED NETWORK ASSOCIATE) 1.0 & 2.0 | TECHNICAL SCHOOL CERTIFICATE | CCA (Citrix Certified Administrator) | Softricity Softgrid Certified Administrator | MCP Windows 2000 Professional | MCP Windows 2000 Server | VCP ESX/ESXi 3.5 | VCP Vsphere 4.0

## **CORE COMPETENCIES AND SKILLS**

* **Driven, self-motivated,** highly energized, and recognized for the ability to perform well under pressure either individually or within a team while presenting excellent leadership and communication skills.
* **Exhibit tenacity and creativity** in problem solving with a proven record of innovating profitable solutions to seemingly impossible business problems; able to bring order and efficiency to chaotic environments.
* **Self-directed, results-driven professional** with exceptional administration capabilities; hard-working, motivational, and resourceful team leader with excellent organization, planning, analytical, and problem-solving skills.
* **Interact extensively** with all levels of employees regarding operations, productivity, and performance issues; openly promote and foster transparent accountability while consistently exceeding goals and expectations.
* **Highly effective in motivating, developing**, and leading others through exceptional communication and interpersonal skills; adept at negotiations, collaboration, and building respected and trusted relationships.
* Expertly oversee large-scale IT projects, networks, and infrastructures—from initial planning and development to implementation and enhancements. Extremely knowledgeable of Cisco networks as well as their installation and maintenance
* In-depth understanding of multiple operating systems
* Experienced in setting up a secure network to maintain confidentiality security precautions
* Proven leader adept at building and motivating diverse technical teams to achieve outstanding results and complete projects on time and within budget.
* In-depth understanding of network designs and their applications, including IP subnetting and complex routing techniques on LAN/WAN networks & security

## **REFERENCE**

Available on request