**Anupam Bedi**

925-487-5641

anupambedi@@hotmail.com

**CAREER SUMMARY:**Experienced IT engineer with over twenty five years of experience in multiple industries like Information Technology Software, Network and Telecommunication, and Engineering Consultancy.

**SUMMARY OF QUALIFICATIONS**:

* Remarkable experience with Citrix Administration and IBM BigFix in large corporate environment
* Sound knowledge of the Windows Server 2003,2008,2012,2016 and GPO
* Expert knowledge of Microsoft Active Directory (AD), virtualization technology, Exchange mail servers and Office 365 email environments
* Expert knowledge of Citrix XenApp 4.5/5.0/6.5/7.9/7.14, Citrix XenServer, Citrix NetScaler, Citrix Profile Management, PVS, MCS and DR configuration across multiple Data Centers.
* Expert knowledge of Wide Area Networks, Local Area Networks, DNS, DHCP, TCP/IP
* Ability to lead a team and work independently

**WORK EXPERIENCE:**

**Sr. Citrix Engineer, 2020- Present**

WenovatiQ LLC: Federal Trade Commission, Washington DC

* Managed the administration, planning, and problem-solving for the Citrix environment
* Design, administrating, configuring, optimizing and maintaining Citrix XenApp 7.X, XenDesktop 7.X, NetScaler / ADC, PVS/MCS
* Extensive technical troubleshooting skills using Citrix tools, Microsoft System Internals Tools, Wireshark, and PVS/MCS logging
* Utilize PowerShell and other scripting languages to interact against API s

**Team Lead, Software Vulnerability Management (SVM), 2018- 2019**

Tata Consultancy Services: Vantiv (*now Worldpay*), Cincinnati, OH

Gemological Institute of America, Carlsbad, CA

* Citrix XenApp servers, configuration of Citrix StoreFront, Citrix Studio, and Citrix Director
* Monitored all phases to be compliant with the Payment Card Industry (PCI) Data Security Standard (DSS) for over 7500 endpoints running Windows, Oracle Linux, Solaris, AIX, RedHat, Ubuntu and others
* Created Standard Operating Procedure (SOP) to achieve 99 % compliance of Windows Servers.
* Mentored a team of 15 resources to ensure proper documentation, creation of knowledge base, check list for each phase (CI validation, Baseline creation, etc)
* Implemented automation of steps necessary for Pre-patching, patching, post-patching and validation. Implemented scripts (PowerShell, Bash, Relevance) using IBM BigFix automation module.
* Utilized BigFix, Qualys, VMware Horizon, AD and ServiceNow to achieve compliance. Applied correct patches with matching unique Qualys ID (QID), Microsoft Knowledge Base (KB), Common Vulnerabilities and Exposures (CVE), Red Hat Security Advisory(RHSA), Red Hat Bug Advisory (RHBA) etc. Tested and monitored resolution of patching effects on applications in lower environments. Created exception groups and rollback for patches approved for exception.
* Regularly created web reports for currently logged on user(s) , Servers in pending restart state Hardware and software information , Symantec Endpoint Protection state (client version, signature version, etc.), Installed MSSQL databases
* Linked IBM BigFix into ServiceNow’s CMDB to “brand” systems with CMDB data for filtering, grouping, and reporting.
* Used IBM BigFix to develop software packages to deploy new versions of Symantec Endpoint Protection, Microsoft SCOM agents, Flexera agents, and others. Provided support for many third-party applications such as Adobe, Google, Mozilla, Sun (Java), WinZip, and others

**Citrix Administrator, 2017- 2018**

Tata Consultancy Services, San Ramon, CA

* Administered Citrix Remote Access including Citrix Xen Desktop, Xen App, and Netscaler
* Performed troubleshooting skills and root cause analysis of issues for Citrix remote access product on Windows Server OS. Used and troubleshooting in Windows Server 2008, Windows Server 2012, Windows 7, Windows 10 OS experience
* Performed tasks for end users on the Citrix served application, maintained the back up and ensured recovery of data. Upgraded XenApp 6.5 farm to 7.X using power shell scripts
* Resolved all problems related to the network
* Maintained the Citrix system by implementing the security systems such as monitoring the access and performing routine checks
* Troubleshoot network for LAN and WAN that affects the working of Citrix
* Performed Analysis of remote access environment, involving latency of applications installed on Citrix environment

**Global Product manager Citrix, 2011-2016**

Konecranes, Inc., Springfield, OH

* Installed and administered Windows 2000/2003/2008/R2/2012, Active Directory, DNS, GPO, XenApp, XenServer, XenDesktop, EdgeSight, Citrix Netscaler
* Managed 120 virtual servers and supported 500 applications that were accessed by 1500 concurrent users 24 X 7
* Monitored Citrix Server status via Citrix Edge Sight
* Performed scripting through VBS, CMD and applied Citrix Hotfixes

**Systems Center Configuration Manager, 2011-2011**

Great American Insurance Co., Cincinnati, OH

* Planned and implemented the upgrade to Windows 7 from Vista and XP. Extensive use of user state migration tool. Imaging and Virtualization using VM Ware. Virtualization of packages using Hyper-V, MED V.
* Gained experience in SCCM, SCOM and SCVMM to provide Enterprise IT Infrastructure. Deployed tools for O/S Deployment, Configuration Management, SM distribution, and S/W Updates

**Information Technology Manager, 1998-2010**

Innovative Technologies Corporation, Dayton, OH

* Responsible for the overall planning and implementation of migration strategies for Operating Systems and applications (Server workstations)
* New hardware (NAS/SAN) and software integration with existing infrastructure
* Designed messaging infrastructure with Exchange, Virus Protection, and Anti-Spam software while utilizing hardware and software solutions
* Gained extensive experience in designing, planning, and implementing backup and recovery strategies
* Automated and tested backup strategies for Servers, Workstations, Exchange, SQL Server, and Oracle

**Project Manager, 1997-1998**

National Cash Register (NCR), New Delhi, India

* Involved in installing Clearinghouse centers, using Magnetic Ink Character Recognition (MICR) across India. Involved a Non-Imaging (Conventional) solution
* Managed a team for implementation of projects at multiple sites across India. Responsible for all aspects of Customer Relationship and Vendor management

**Systems/Database Administrator, 1995-1997**

Bechtel, New Delhi, India

* Installed, configured, and administered Oracle 6.0/7.0, and VMS (AXP) 6.1on DEC ALPHA 2000/500 for Dabhol Power Plant.
* Responsible for maintenance and design of networks, using different protocols (TCP/IP, Decnet, IPX)

**Software Engineer, 1992-1995**

Digital Equipment Corporation (DEC), New Delhi, India

* Provided software and database support to major corporate customers: Maruti Udyog Ltd.
* Collaborated with Suzuki Japan; Steel Authority of India Ltd., and Bechtel India, and Airtel

**EDUCATION:** 

Bachelor’s Degree (B.E.) in Computer Engineering, Pune, Maharashtra, India.

**CERTIFICATES:**

Microsoft Certifications: MCSE, MCP+1, MCP Oracle Certified Associate

                                Citrix certifications: XenApp Administrator, Netscaler

                                Administrator VMware VSphere: Fast Track [v 5.0]