***Wagner Bottino***

Virtualization Engineer, Systems Engineer, Systems Administrator, Office 365 Administrator, WIndows Engineer, linux Administrator

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In every company I worked for, I always gave my best. I had important duties and always accomplished them. I am a hard worker and understand that TI you have to love because IT never stops. I started my career at Petrobras (Brazilian Petroleum), the biggest Brazilian company, as a support technician and gained an understanding of what the business needed. Based on this experience, I have been built my career. I have been working on the main technologies such as, Windows Server 2003 to the newest for more than 10 years, getting certified in most of them, started my virtualization career with VMWare and now I am certified as a Citrix Expert. I have been working on the newest virtualization technologies such as, Citrix XenApp / XenDesktop 7 to current, System Center VMM, CM, Hyper-V 2012, Microsoft Azure PaaS, Iaas, SaaS, Amazon Aws, Docker, some Google Cloud, VMware 5 to current, Horizon view and others. This gives me more than 5 years in a large-scale environment of virtualization and cloud.

Now I want an opportunity to do the same in United States. Show my best and grow together as part of a great team.

**Work Experience**

**IT APPLICATIONS MANAGER**

Loews Hotels at Universal Orlando - Orlando, FL April 2019 to Present

IT Applications Manager for Loews Hotels at Universal Orlando. Work in a challenging environment where is located the Universal's Amusement Park Resorts, an environment that never stops.

Duties:

* Datacenter Migration using VMotion
* Implemented Citrix Infrastructure including AppSense
* Manage infrastructure in a non-stop environment
* Always keeping in touch with the hotel managers and users for a better understanding of their needs
* Keep images and the servers updated according to the best practices
* Great relationship with the other managers to reach the goals together as a team
* Always respecting SLA according to the company policies

Implemented and manage these technologies from the scratch:

**Citrix Technologies**

* Provisioning Services 1912
* XenDesktop / XenApp 7.15
* Storefronts
* Controllers
* Netscalers 12

**Microsoft Technologies**

* Windows Server 2008 / 2012 / 2016
* Windows Services: DHCP / IP / AD
* Windows 10

**VMware 6.5 Technologies**

* V Center
* V Sphere
* V Motion between vcenters
* Virtual Machine templates
* Hypervisor for Citrix
* Scripting to automate tasks using powershell **Dell Emc Technologies**
* Scale IO emc
* Flex emc
* Firmware update
* Dell Wyse Management Server **Backup Technologies**
* Rubrik
* Acronis

**Network Technologies**

* Cisco
* Brocade
* Corning One Gpon
* Citrix Netscaler 10

**User profile management and personalization**

* AppSense Ivanti

**Update and monitoring technologies**

* VMware Vsom
* SolarWinds
* LanDesk
* Citrix Edge Sight

**IT CONSULTANT**

Kforce - Orlando, FL

January 2019 to April 2019

IT Applications Manager for Loews Hotels at Universal Orlando. Work in a challenging environment where is located the Universal's Amusement Park Resorts, an environment that never stops.

Implemented these technologies from the scratch:

**Citrix Technologies**

* -Provisioning Services
* XenServer
* XenDesktop 7.15
* Storefront
* Controllers

**Microsoft Technologies**

* Windows Server 2012 e 2016
* Windows Services: DHCP / IP / AD
* Windows 10

**VMWare 6.5 Technologies**

* VCenter
* VSphere
* VMotion between vcenters
* Virtual Machine templates
* Hypervisor for Citrix

**Dell Technologies**

* Scale IO emc
* VxFlex emc
* Firmware update
* Dell Wyse Management Server **Backup Technologies**
* Rubrik
* Acronis

**Network Technologies**

* Cisco
* Brocade
* Corning One Gpon
* Citrix Netscaler 10

**User profile management and personalization**

* AppSense Ivanti

**Update and monitoring technologies**

* VMWare VSom
* SolarWinds
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* Citrix Edge Sight

**GENERAL SUPPORT ENGINEER**

Cosmetic and Restorative Dentistry Offices - Mount Dora, FL

June 2017 to January 2019

Before August 1st, 2018, I worked here remote together with My last job in White Martins. After August 1st I work here in person.

Responsible for the IT support of the office. Some of my duties:

* Computer hardware in general.
* Computer software in general.
* Printer server support.
* File server support.
* General support.
* ITIL administration.

**VIRTUALIZATION AND SYSTEMS ENGINEER, WHITE MARTINS BRAZIL**

Praxair – Linde INC - Rio de Janeiro

February 2016 to June 2018

Responsible for the entire South America large-scale Cloud environment. My duties on the team:

**Linux Red Hat 7**

* Basic administration of application server.
* Basic administration of websphere.

**Microsoft Windows**

* Windows 2008 R2 to Windows 2016: setup services and VM to host XenApp to go to the cloud.
* Active Directory: creation and administration of OU, security groups and GPO for XenDesktop environment.
* Creation and administration of file server to host XenDesktop users' profiles.
* Office 365: setup and keep licenses, users, security groups and domain for the cloud.
* System Center CM 2012: keep master images of the hybrid/multi cloud updated though patches of corrections and security.
* System Center Hyper-V 2012: creation and administration of the virtual machines used in hybrid multi cloud.
* Microsoft App-V.
* Intermediate Powershell script management.

**VMWare ESXi 5+**

* Administration of Hyper-V cluster in ESXi Hypervisor to host Microsoft Windows Machines.
* Creation and administration of master images to host XenApp.
* Setup storage and HA to host the master images.
* Creation and basic administration of Linux Red Hat images to host websphere.
* Some general administration according to the necessity.
* VSOM / VCENTER

**Citrix**

* XenServer 6 / XenApp 6 and above / XenDesktop 7 and above
* Keep XenServer cluster in South America Pool updated (created by United Stated team).
* Administration of the storage's pool.
* Creation and administration of master images based in Windows server and Windows desktop to be used in XenDesktop environment.
* Creation and administration of machine catalogs based in machine creation service and provisioning services.
* Creation and administration of delivery groups for desktops and apps according to the scope.
* Creation and administration of Citrix policies for administration tasks.
* Creation and administration of store front.
* Basic administration of Netscaler.

**Amazon AWS (NO AUTOMATION / NO DEVELOPMENT)**

* Creations storages for the EC2 instances.
* Creation of instances for the hybrid/multi cloud
* Use of IAM for creation and management of users' access to resources and security.

**Microsoft Azure (NO AUTOMATION / NO DEVELOPMENT)**

* SaaS: migration users and licenses to Microsoft Office 365.
* IaaS: creation and administration of regional network for the South America instances using VNET.
* PaaS: creation and administration of databases for tests, creation and administration of applications for hybrid/multi cloud testers to size and decide what goes to the cloud.
* Active Directory in Azure: creation and administration of users, groups, domains to the hybrid/multi cloud.
* Migrations of Office on premises to the cloud.
* Creation of security users and groups for the region.
* General creation and migration of users, groups, applications and instances.

**Administration Duties**

* Provided technical documents to the level 2 team.
* Teaching the new technologies and procedures to the other levels or users and technicians.
* Administer data for the applications and virtual machines in storage, Dell EMC, Hitachi and Netapp.

**ITIL Duties**

* I also worked also as a level 3, supporting all users and technicians of the other levels according to ITIL best practices.

**CITRIX ENGINEER**

Tivit Technology - Rio de Janeiro February 2014 to February 2016

When I worked in TIVIT I worked to the same client listed above. I had less duties but the ones I had here are the same as there. The environment is also large-scale with mixed systems and technologies.

**Microsoft Windows**

* Windows 2008 R2 to Windows 2016: setup services and VM to host XenApp to go to the cloud.
* Active Directory: creation and administration of OU, security groups and GPO for XenDesktop environment.
* Creation and administration of file server to host XenDesktop users' profiles.
* Office 365: setup and keep licenses, users, security groups and domain for the cloud.
* System Center CM 2012: keep master images of the hybrid/multi cloud updated though patches of corrections and security.
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* Intermediate Powershell script management.

**Citrix**

* XenServer 6 / XenApp 6 and above / XenDesktop 7 and above
* Keep XenServer cluster in South America Pool updated (created by United Stated team).
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**VMWare ESXi 5+**

* Administration of Hyper-V cluster in ESXi Hypervisor to host Microsoft Windows Machines.
* Creation and administration of master images to host XenApp.
* Setup storage and HA to host the master images.
* Creation and basic administration of Linux Red Hat images to host websphere.
* Some general administration according to the necessity.
* VSOM / VCENTER

**Azure & Aws (NO AUTOMATION / NOT A DEVELOPER)**

* General administration of Azure and AWS cloud.
* AD/Iaas/Paas/Storage/Security Users and groups/Vnet.
* Creation, migration and management of instances and applications to the cloud.

**Administration Duties**

* Provided technical documents to the level 2 team.
* Teaching the new technologies and procedures to the other levels or users and technicians.
* Administer data for the applications and virtual machines in storage, Dell EMC, Hitachi and Netapp.

**ITIL Duties**

* I also worked also as a level 3, supporting all users and technicians of the other levels according to ITIL best practices.

**SR NETWORK ADMINISTRATOR, PRODERJ**

Rio de Janeiro State Government

February 2012 to February 2014

I worked as a part of a team that kept the hybrid environment working. The part of my job in the team was administer Windows system and some VMWare.

**Microsoft Windows**

* Windows 2008 R2, administration of active directory, for a specific government system
* Creation and administration of OU, Users and groups for a specific government system.
* System Center CM 2012: keep master images of the hybrid/multi cloud updated though patches of corrections and security.

**VMWare**

* Administration of Windows servers VM in the hypervisor.

**SR SUPPORT TECHNICIAN**

Brazilian Airforce

January 2010 to February 2012

I worked as a part of a team that kept the entire large-scale Brazilian air force environment working. The part of my job in the team was administer Windows server, Linux and some infrastructure. I was an outsourced resource.

**Microsoft**

* Windows 2003 to 2008, administration of active directory.
* Creation and administration of OU, Users and groups for a specific government system.
* Creation and administration of WSUS.
* Administration of DNS.
* Administration of DHCP.
* Administration of services.
* Administration of Exchange Server 2007 mail boxes.
* Printing and pool servers.
* File servers.
* Cluster

**Linux**

* Basic administration of Linux Debian server such as, apache server, network services, etc.

**Other**

* Basic support duties according to ITIL best practices for all levels of users.

**SUPPORT TECHNICIAN LEVEL 2**

Petroleo Brasileiro SA - PETROBRAS

January 2006 to February 2010

I was computer technician to an environment of more than 2000 machines and a team of 15 technicians. This company is the biggest Brazilian company with branch offices in all over the world including United States.

* General Support to Windows desktop.
* Support to print servers.
* Support to cell phones and laptops.
* Windows installations via network boot.
* Lotus Notes support.
* Applications of patches.
* Other basic and advanced support duties according to ITIL.

**Education**

HIGH SCHOOL, GAMA E SOUZA SCHOOL - RIO DE JANEIRO, BR

December 1999 to June 2008

ASSOCIATE

GAMA FILHO UNIVERSITY - RIO DE JANEIRO, BR

**Skills**

* Citrix (9 years)
* VMWare (9 years)
* ITIL (10+ years)
* Linux (6 years)
* Microsoft Windows (10+ years)
* Office 365 (3 years)
* XenApp (6 years)
* XenDesktop (6 years)
* App-V (5 years)
* Active Directory (10+ years)
* Rubrik (2 years)
* AppSense (2 years)
* Dell EMC Scale IO VxFlex (5 years)
* DNS (10+ years)
* Virtualization (10+ years)
* PowerShell (10+ years)
* DHCP (10+ years)
* Netscaler (5 years)
* Citrix UPM (10+ years)
* Microsoft Windows Server 2003 and above 10+Y
* Microsoft Windows 7 and above 10+Y
* Microsoft Hyper V 2012 and above 5Y
* Microsoft Office 365 5Y
* Microsoft System Center VMM | CM 5Y
* Microsoft Azure Iaas | AD | Paas | Saas
* VMWare Horizon view 1Y
* Amazon AWS 2Y
* Large Scale business 10+Y

**Links**

<https://www.linkedin.com/in/bottinows/?locale=en_US>

**Certifications and Licenses**

* Windows Certified Systems Engineer and Security
* Microsoft Hyper-V 2012
* Citrix Certified Expert Virtualization – CCE-V
* Citrix XenServer Administrator – CCA-V
* Linux LPi 1
* ITIL V3
* Microsoft Certified Solutions Expert - MCSE Windows 2016
* Microsoft Certified IT PRO – Desktop Support

**Additional Information**

**Languages**

* English: fluent for business
* Brazilian Portuguese: native