**Hiren P  
Employer: Anthony  
 Email ID:** [**anthony@arreglocs.com**](mailto:anthony@arreglocs.com) **Phone No.: 712-600-4462**

**Professional Summary: -**

* Extensive experience in System Administration and engineering specially in VMware virtualization using VMware VSphere and Citrix/Windows Systems Administration.
* Professional VMware/Citrix Administrator with extensive experience in Data Center Environment actively seeking job.
* Professional VMware/System Administrator with extensive experience in Data Center Environment using ESXi 5.5,6.0 and VSphere VCenter Server 5.0,5.1,5.5,6.0,6.5, Citrix XenApp (5.0, 5.0 FP, 6.0,6.5) running Other VMware Products like VCenter Update Manager 5.0,5.1,6.0,6.5
* Strong knowledge and experience on VMware ESXi 6.X, 5.X, 4.X, and VMware vSphere 6.5.
* Expertise in ESX and ESXi servers – configuration, Installation, management and maintenance with High Availability, DRS, V motion, Storage V motion and Fault Tolerance.
* Having Hands on experience for Windows Server/ VMware Administrator in deployment & management of Windows Servers, Exchange, Storage Administration, VMware, Office 365 Experience in Installation and Configuration of XenApp 6.0//5.0 & Citrix Client Tools, Single Sign on Sever (SSO), vCenter Inventory Services and vCenter 6.5, 6.0, and 5.5.
* Comprehensive knowledge of multiple storage technologies, SAN-based arrays, and configuration tools
* Expertise on SANs installation, EMC Control Center, large storage arrays, and data center outsourcer
* Extensive experience with Active Directory, Domain Name System, Windows Internet Naming Service, and Microsoft Exchange.
* Experience with TCP, IP and IP routing, LAN, WAN, bridges and switches, OSI model and fiber optic technology.
* Installation, configuration and administration of multiple XenApp farms, XenApp datastore management, Utilization of XenApp and XenDesktop machine and user polices; including printer policy.
* Citrix Receiver client management and configuration for Windows and mobile devices.
* Experienced in Automation of Tasks Using PowerShell Scripts.
* Worked extensively on Templates/Clones/Snapshots & Resource pools
* Experience of using VMware Consolidated backup and Data Recovery appliances in backing up and restoring VM’s.
* Administered multiples Vcenter with VMware vCenter 6.0.0 that host Virtual servers and VDIs
* Experience in installing and configuring storage technology such as SAN, NAS, ISCSI, and RAID.
* Worked on various SAN Fabrics (FC SAN, ISCSI SAN) and NAS storage.
* Experience in installing, maintaining and managing various rack mounted and Blade servers from Dell, HP, and IBM.
* Administering Microsoft Windows 2010,2008,2003, Windows 2000 and NT Server Environments, Active Directory, DNS, DHCP, RAID.
* Experience on vSphere, ESXi, vCenter, Hyper-V, Active Directory, Citrix XenApp/Xen Desktop Windows Server 2008/2012, DNS, DHCP, Networking (subneting & routing), RSA SecureID, HP Blades and Servers, IBM and Compellent Storage, and Juniper and Cisco Switches.
* Extensive experience in designing, implementing, managing, and migrating XenApp environments, Citrix Remote Access Technologies, Microsoft Windows 2000, 20003, 2008, 2012 Server Administration, experience in implementing, deploying, and supporting Citrix NetScaler, experience in implementing, deploying, and supporting Citrix XenDesktop and Citrix Provisioning Services.
* Extensive and proven knowledge of Citrix technologies: XenApp 4.x & 5.x, 6.x, 7.x and Provisioning Services, Citrix NetScaler/Advanced Access Gateway, Web Interface and Citrix EdgeSight 5.4
* Installation, Configuration and Administration of Citrix Presentation Server, XenApp 4.5/5.06.0/6.5/7.6
* Installation, configuration and administration of Citrix PVS 7.1/7.6
* Experience on XenServer 5.6 sp2, XenDesktop 5.6/7.6.
* Administrate NetScaler 9.5/10.5/11.0/11.1 for Access Gateway along with SSLVPN, Gateway load balancing, SSL certificates Management and GSLB Configuration.
* Configuring Citrix Server Policies, Load Management and Printers.
* Monitoring and Managing of Citrix Metaframe Presentation Servers and Citrix XenApp Servers.
* Creating a test Environment in Citrix and VMware for Production Team to test their applications.
* Experience working in large international complex directory environments with experience supporting Windows 2000, 2003 Active Directory (AD).
* Maintaining the File Server and Print Server and cloning the Desktops on Network in Windows environment.
* Experience in integrating / hosting VDI on Cloud (AWS /Azure).
* Experience with Infrastructure Applications such as Ivanti User.

**Technical Skills:**

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| Citrix | Application Virtualization (XenApp), Server Virtualization (XenServer ,VMWare ESXi and Hyper-V), Desktop Virtualization (XenDesktop), Assessments, Health Checks, Architecture, Design, Installation, Management, Administration and Upgrade, Presentation Server 4/4.5, XenApp 5/6/6.5/7.6, XenServer 5.6, XenDesktop 4/5/7.6, Provisioning Server 7.x, Desktop and Application Streaming, NetScaler VPX 10.x, Appsense Environment and Application Manager 8.x, Edge Sight 5.4 |
| Virtualization Technologies | vRealize Operations Manager6.0/6.5, VMware vSphere 6.5/6.7/7.0, vCenter 6.0/5.5 ESX/ ESXi 5/5.1/5.5,6.0 vCenter Update Manager 6.0, vSphere Client, VMware VMotion and Storage VMotion, VMware Distributed Resource Scheduler, VMware High Availability, VMware Fault Tolerance, VMware Consolidated Backup and Veeam Backup and Replication. |
| Operating Systems | Windows Server 2012/2012 R2/2008/2008 R2/2003, Windows 8/7/XP, Unix & Linux, RedHat Linux, Ubuntu, SCCM 2012 |
| Methodologies | ITIL v3 framework |
| Cloud Technologies | AWS, Office 365, Microsoft Azure |
| Applications/Middleware | SharePoint 2010, Tivoli (TSM), Microsoft Office, Plate Spin |
| Networking | Firewall, proxy servers, DMZ servers, DNS, and DVS switching, Citrix NetScaler setup - HP iLO / Dell DRAC, TCP/IP, UDP - Cisco WebEx, DNS, DHCP, NLB & Failover clusters, Cisco 25xx, 35xx Routers and 35xx Switches, Brocade and Cisco, MDS fabric switches. |
| File Servers | DFS, FTP, Windows SharePoint Services |
| Web Servers | Internet Information Services 6.0/7.0/7.5/8.0 |
| Mail Servers | Microsoft Exchange 2003/2007/2010/2013 & MS Outlook |
| Active Directory | Design, Installation, Configuration & Troubleshooting. DC Migrations, Deploying & Troubleshooting GPOs. AD Certificate Services, Active Directory Federation Services, Active Directory Rights Management Services |
| Hardware | HP Proliant, IBM xSeries, Dell PowerEdge, Wyse Thin client CL10e, T10d |
| Scripting | PowerShell, VB Scripting |

**Professional Experience**

**UBS, Nashville TN June 2020 to Present**

**Sr. VMware/Citrix Engineer**

**Responsibilities: -**

* Use VMware update manager to create or edit baselines and baseline groups.
* Performing backups, troubleshooting and problem resolution for servers associated with a VMware virtual infrastructure.
* Maintain, upgrade, and implement improvements to the VMWare ESXi infrastructure.
* Assists in the evaluation, recommends negotiations and contracts for the purchases of system software products
* Performs technical analysis, installation, maintenance and modification of operating system software.
* Configured VMware Update Manager and created Host Baselines and profiles for Seamless upgrades of VMware ESXi Hosts from VMware ESXi 5.5 to VMware ESXi 6.5.
* Developed PowerShell Scripts as part of everyday performance check on vCenter.
* Creating scripts in PowerShell for scheduling daily tasks and troubleshoot Virtual Machines.
* Created custom Powershell scripts to automate some tasks.
* Worked with PowerShell scripts for reporting and automation purposes.
* Experienced in vROps administration and performance monitoring analysis.
* Experienced in vCenter backup and restore and switch backup and restore using Power CLI.
* Configure and manage Citrix server policies, profile management and Windows GPO.
* Package software applications using Citrix profiler and other application virtualization technology on hosted desktops.
* Configure and manage XenApp Web Interface and StoreFront.
* Lead the evaluation for technical and business applications overseeing the installation and testing of application.
* Configure and manage Citrix NetScaler and Secure Gateway.
* Configure and manage of Citrix EdgeSight monitoring.
* Server provisioning utilizing VM (image) and Citrix (PVS) technology.
* Lead the evaluation of technical and business applications including the installation and testing of application from QA, DEV to Production.
* Manage DFS and DFSR assets on Windows file servers and EMC NAS.
* Manage Citrix ticket and project queue and follow strict change management guidelines and operate in a secured environment.
* Manage and maintain Citrix XenApp Servers 6/6.5 Farms and also plan, test, install, configure and manage different applications.
* Provided Level 2/Level 3 support being part of global team for NetScaler MPX 11500/11515 and 8005
* Troubleshooting Citrix application related issues, Printer issues, Citrix Resource manager issues etc.
* Configured Access gateway and Load balancing (Web-Interface/StoreFront) on NetScaler 10.5 VPX for XenApp Remote Access.
* Configured GSLB node in NetScaler for Citrix Web Interface.
* Administrated Citrix User and application Profile through Appsense Environment and Application Manager.

**OTIS Elevator, Farmington CT Sep 2019 -May 2020**

**Citrix/VMware Engineer**

* Installing VMware vSphere 6.5 and 6.7 and created virtual machines on ESX 5.5Servers. Created standard images and deployed servers from the images.
* Installing ESX and ESXi servers on HP, DELL and IBM hardware, Installation of VCenter Server, vCenter components and upgrading VMware Tools.
* Experience in Installation, Configuration, Administration and Troubleshooting of VMware ESX/ESXi 3.X, 4.X, 5.X, 6.X servers Extensive experience in migration of servers P2P, P2V and V2V by using VMware Converter.
* Setup Azure Cloud Infra, Cloud services, Network, Storage, VMs
* Coordination with Microsoft Azure team and App team to migrate existing application to Azure Cloud.
* Perform Active Directory administration including group policy and (moves/adds/changes) of user accounts, security groups, and distribution lists.
* Responsible for the migration of Windows 2003 servers to Windows 2008.
* Configuration of DHCP, DNS on Windows 2003and 2008 platforms.
* Troubleshoot and resolve SCCM client issues.
* Administration of GPOs, Domain Users and groups, and Computers on Active Directory 2003, 2008. Working with ISO Team on monitoring server health and fixing issues which on security vulnerable servers.
* Experienced in WINS, DNS, DHCP, Virtual Server Administration, and Patch Management on Microsoft Windows Servers.
* Experience Using SCCM 2012 to deploy the Packages both the Windows Installer Package and Virtual Package.
* Experience in Installation and Configuration of DNS, DHCP, IIS, WSUS Server.
* Played a pivotal role in design and implementation of new infrastructure using Cisco Hyperconverged technology.
* Configured various components of the Cisco HyperFlex infrastructure including Cisco UCS Manager 4.0 and Cisco Hyperflex Connect.
* Experience administering BigFix Tivoli EndPoint Manager (TEM) / IBM Endpoint Manager (IEM) environments.
* Experience in setting up the VLANs, service profiles, Fabric interconnects, network profile in Cisco UCS Manager.
* VMware ESX/ESXi Host Server and Virtual Machines Installation, Configuration & Maintenance.
* Architectured, configured and implemented a new VDI infrastucture using Horizon View.
* Worked on ESXi and VM storage issues and coordinated with the storage teams.
* Upgraded the ESX/ESXi servers using vSphere update manager.
* Management of VMware Infrastructure through venter and vSphere client.
* Troubleshooting SAN related issues and firmware upgradations of SANs in VMware.
* Test and recommend Replication/Backup solutions for VMware, SAN and Disaster Recovery.
* Installation, Configuration and Management of hardware using HP One View and Virtual Connect Manager.
* Provided Level 3 support being part of global team for NetScaler MPX 11500/11515 and 8005.
* Configured Rewrite Policies to modify NetScaler User login page.
* Upgraded NetScaler and LOM Firmware to latest build for bug fix and other security related issues.
* Updated SSL Certification on NetScaler Gateway, StoreFront and Director Server.
* Collaborated with Citrix Team to roll out NetScaler Access Gateway to provide external access to Citrix resources
* Provided support on Citrix XenApp 6.5 Farm and Citrix XenDesktop 7.15 Site.
* Provisioned VMWare based VMs and provisioned Citrix Desktop to external users by creating Machine Catalog and Delivery Group.
* Experience in Installation, Configuration, Administration and Troubleshooting of VMware ESX/ESXi 3.X, 4.X, 5.X, 6.X servers Extensive experience in migration of servers P2P, P2V and V2V by using VMware Converter.
* Setup Azure Cloud Infra, Cloud services, Network, Storage, VMs.
* Coordination with Microsoft Azure team and App team to migrate existing application to Azure Cloud.
* Maintaining and Administering Windowsservers2008/2012.
* Maintain the integrity of the client Active Directory using PowerShell.
* Perform Active Directory administration including group policy and (moves/adds/changes) of user accounts, security groups, and distribution lists.
* Updated Citrix Licensing server with renewed licensing file.
* Created standard documentation to support NetScaler and to perform routine tasks

**Client: -UPS, Texas March 2018 –Aug 2019**

**VMware/Citrix Engineer**

* Build and troubleshoot customer and development environments that contained company software suite. Utilizing VMWare infrastructure and primarily managing Microsoft Web Services and SQL environments
* Worked on vSphere (ESXi 6.0, VCSA 6.0). Installation, Configuration and Administration of VMware ESXi 6.5, 6.0, 5.5, ESXi upgrades 5.5 to 6.0, VCenter upgrades 5.1, 5.5 to 6.0. Optimization of vSphere, Storage environments.
* Configured and deployed ESXi 6.5 servers into VMware farm for production workload.
* Built and deployed VMware vCenter 6.7 for production workload (both Windows and appliance based).
* Managed Microsoft SCCM deployments in a large-scale global environment of 2000+ users; oversaw deployments of large and complex applications targeted for mass audience.
* Provision SCCM 2007/2012 infrastructure, Installation, Maintenance, and Administration.
* Upgraded SCCM 2012 to SCCM 2012 v1803 with 2000+ workstation client and 120+ Server client.
* Developed PowerShell script to create collection in SCCM 2012 during up-gradation of SCCM 2012 also developed script to install DP and secondary site server on server.
* Provided level-3 infrastructure support, and assisted in the maintenance and troubleshooting of SCCM site server and client workstations; good understanding of the SCCM infrastructure including boundaries, site server roles, and parent/child relationships in order to troubleshoot SCCM related issues.
* Performed hardware and software maintenance in labs and office desktops
* Installed and configured networks, router, TCP/IP, and routing IP address in both LAN/WAN
* Proficiency in managing vSphere environments including Installations and upgrades of ESXI, vSphere standard switch, distributed switch, storage DRS, High availability and Fault tolerance, Update manager, patch management, virtual storage, Host profiles etc.
* Support and implementation of mobile device management to multiple large enterprise companies using multiple solution such as Airwatch, Intune, Soti, AWS.
* Experience in working on Apple OSX Management systems, including Casper, AirWatch or InTune.
* Worked on VDI Infrastructure that used technologies such as VMware Horizon View 6.0 and 7.0 and XenDesktop.
* Managed VDIs with multFiple operating systems such as Windows 7, Windows, Windows 10 and Windows12.
* Built VDI desktop pools with non-persistent VDIs and persistent VDI as per the requirement with users.
* Involved in building Microsoft Hyper-V Virtualization solution to roll out VMs for XenDesktop 7.6 Infrastructure for 3 different geographical regions.
* Installed Configured and Deployed XenDesktop 7.6 Core Components which includes Storefront, Desktop Delivery Controller, Studio and Director.
* Configured windows server 2008R2/2012R2 and Windows OS 7/10 for XenDesktop by installing VDA agents.
* Rolled out latest VDA Agents to all VDI through SCCM to fix the issues on the earlier version.
* Designed Delivery Groups based on user role and performed User Assignment to VDI through Citrix Studio.
* Responsible for administering and supporting applications in Citrix server environments on Windows Server 2008 R2 and 2012R2.
* Provided Level 3 support for 1500+ Citrix Servers in Multiple Farm which includes XenApp 4.5/5.0 and 6.5 with 3000+ published application.
* Worked on installation, configuration and administration of Citrix WorkStation Environment Manager 4.3 to lock down 1500 devices for VDI solution.
* Provisioned Windows server 2008R2 and 2012 R2 through vSphere 5.5 and through Microsoft Hyper-V.
* Was doing administration of Ivanti DesktopNow Suite (AppSense Environment Manager, Application Manager, Performance Manager) with excellent understanding of Ivanti Architecture.
* Advanced Ivanti DesktopNow Appsense Desktop Now experience including Personalisation, EM, AM and PM.
* Used Ivanti for IT service management (ITSM), user environment management, unified-endpoint management, asset management and endpoint and network security.
* Troubleshoot Citrix application related issues, Printer issues, Citrix Resource manager issues etc.
* Installed and Configured Citrix Director 7.13 and StoreFront 3.6
* Configured Access gateway on NetScaler 11.0 VPX for XenDesktop remote access.
* Configured NetScaler High Availabilty for different datacenters
* Configured Load Balancing and VIP for Citrix StoreFront and Director
* Uploaded SSL Certificates on NetScaler Gateway for various Citrix URLs.
* Upgraded NetScaler VPX from 11.0 to 11.1 to fix the bug as recommended by Citrix.

**Client: -Verizon, Georgia Jun2016- Dec - 2017**

**Role: Citrix/VMware Engineer**

**Responsibilities: -**

* Installation and configuration of VMware VSphere 6.0, ESX 3.5 on a Dell 2950 Power Edge M1000, VMware Infrastructure Client, VMware Virtual Center, License Server and VCB Setup.
* Responsible for monitoring and maintaining Windows and Citrix Servers which includes 10,000 user base and more than 100 plus applications.
* Responsible for LAN/WAN network communications, operations, hardware and application software for intensive segment of Rackspace's customers
* Creating a test Environment in Citrix or VMware for Production Team to test their applications
* Configured Azure Virtual Networks (VNets), subnets, Azure network settings, DHCP address blocks, DNS settings, security policies
* Deploy and manage VMware horizon view on CISCO UCS for VDI deployment and failover clustered Hyper-V environments.
* Creation and management of Virtual Machines, Installing VMware tools, creating templates, cloning, deploy Virtual Machines from Templates.
* Support premier Microsoft customer in the implementation of Intune/Azure mobile devices management with SCCM and office 365/exchange hybrid environment.
* **Worked on Exchange O 365 2003-2016 deployment and migrations and Exchange O365 account administration\ troubleshooting and patch management.**
* Support, Migrate, Troubleshoot and Install Office 365 administration.
* Manage the implementation and operations of the mobile device management solution (Airwatch & Microsoft Intune 60,000 devices), which included server-based installation and management, patches and upgrades.
* Performance and capacity monitoring of NetApp and Scripting using NetApp CLI commands.
* Configuring and troubleshooting the print and load managers on XenApp farms
* Creating Test Environment in Citrix for Production Team for testing their solutions.
* Deployment of VMware ThinApp for application virtualization for efficient Application installation and maintenance in VDI environment.
* Hands on experience in writing Python, PowerShell and bash scripts for automation.
* Developed PowerShell Scripts as part of everyday performance check on vCenter.
* Creating scripts in PowerShell for scheduling daily tasks and troubleshoot Virtual Machines.
* Worked with PowerShell scripts for reporting and automation purposes.
* Resource Management- Configuring VMware HA, VMware DRS Clusters for VMotion- migrations between ESX Servers.
* Updated the Patches for ESX Servers using VMware Update Manager in Virtual Center.
* Responsible for administering and supporting applications in 250+ Citrix server environments on Windows Server 2008 R2 and 2012R2.
* Installed, configured and deployed XenApp 6.5/7.6 and support 1800 concurrent users.
* Worked on XenDesktop 7.6 deployment which includes StoreFront, Desktop DC, Studio and Director.
* Involved in setting up UAT environment for XenDesktop 7.6 and perform testing by coordinating with test users.

**Client: Vujas INFOTECH, India April -2012- Dec- 2015**

**Role: System Engineer (VMware/Citrix)**

**Responsibilities: -**

* Worked on maintaining vSphere vCenter 6.0, ESXI 6.0, vRealize Automation, vRealize Operations Manager, vRealize Orchestrator in a VMware virtualized environment, Horizon View 7.0.2, vROPs.
* Responsible for Capacity planning and Maintaining the Health status of VDI environment and providing business continuity service and support for large Virtual Desktop Deployments all over the globe.
* Create custom report to measure performance of VM’s and ESX servers using Virtual Centre and vROps.
* Worked along with a team to write script for VMware ESX server using PowerShell.
* Worked with vCloud Automation Center (VCAC).
* Create workflows and managed activities through vRealize orchestrator.
* Create custom report to measure performance of VM’s and ESX servers using Virtual Centre and vROps.
* Designed and implemented Hyper-V and Hyper-V Failover Clustering, virtualizing over 90% of workloads, enabling high availability across most systems, and driving efficiency for local and remote locations.
* Configured windows server 2008R2 and 2012R2 for XenDesktop by installing VDA agents.
* Configure Ivanti from scratch with senior team members for asset management and software license optimization for endpoints and servers and desktop, mobile device and server management.
* Provisioned Windows server 2008R2 and 2012 R2 through vSphere 5.5
* Installation and configuration of Nimsoft on Citrix Servers to monitor critical services and alerts.
* Providing systems engineering and architecture support to ongoing BigFix infrastructure operations and projects.
* Managing patching and software release distributions to servers using IBM BigFix; creating and testing packages prior to release.
* Created worker groups, configure Citrix XenApp policies, created load evaluators to manage and use Edge-Sight server, TCP view etc. for troubleshooting.
* Worked on vSphere 5.0/5.5 to manage Citrix severs which includes DRS setting, V2V Migration and Hardware Resource configuration.
* Configured Citrix Edge sight to monitor devices, applications and user sessions.
* Installed, configured and Administered Citrix provisioning services console 7.1 and 7.6.
* Installed and configured Citrix XenApp 6.5, published applications, created worker groups, Configure XenApp policies including printing and workspace control for 1200+ users on windows server 2008/2008R2/2012R2.