     

**Muhammad Farman Khan**

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# OBJECTIVE

# To serve the organization as a Virtualization Expert with dedication and commitment to get better results. To be a part of a highly-professional and competitive team dedicated to the implementation, operation and maintenance of mission critical infrastructure.

**TECHNICAL SKILLS  
Cloud Platforms:**Windows Azure, Windows Server, AWS  
**Virtualization Platforms: Citrix, Vmware, Windows  
Scripting Languages: PowerShell, JSON, HTML**  
**Technologies: Windows Servers, Citrix, VMware, SCCM, Cloud, Active Directory, Terra Form, Jenkins, Git, ESX**  
**Databases:**SQL Server 2008/2005/2000, MS Access  
**Operating Systems: Windows 10,** XP, Vista, 7, Windows server NT/2003/2008/2012/2016/2019  
**Other Tools:**Visual Studio 2013, VS Code, SQL Server Management Studio, ServiceNow, HPSA  
**Protocols: TCP/IP,** SOAP, HTTPS, FTP, UDP/IP, SSL, ICA

# TRAINING & CERTIFICATIONS CITRIX/MICROSOFT/AWS/VMWARE/SCCM/ITIL

* Citrix Certified Administrator - Virtualization – CCA-V (On-Premises and in Citrix Cloud)
* Citrix Certified Professional – Virtualization – CCP-V
* Citrix Certified Expert – Virtualization – CCE-V
* Citrix Certified Enterprise Engineer – CCEE
* Citrix Certified Associate – Networking – CCA-N
* Microsoft Azure Fundamentals
* Azure Administrator Associate
* Azure Solution Architect Expert
* MCSE Core Infrastructure 2021
* MCSE Private Cloud System Center 2012
* MCSA Windows Server 2016
* MCITP Windows Server 2008, Enterprise Administrator
* MCTS Administering and Deploying SCCM 2012
* AWS Certified Solution Architect Professional
* AWS Certified Solution Architect Associate
* VMware Certified Professional - Data Center Virtualization 2020
* VMware Certified Professional VCP 6.0
* VMware Certified Professional VCP 5.1 (HP Education)
* VMware Certified Professional Cloud
* ITV3F ITIL Foundation Certified in IT Service Management
* CCNA-2.0 (Cisco Certified Network Associate)

**PROFESSIONAL EXPERIENCE**

**Citrix Engineer / Azure System Admin – Staples – (Feb 2020 – Current)**

500 Staples Drive – Framingham – Massachusetts

* Migrate Citrix App and Desktop 7.6 LTSR on prem to Citrix Virtual App and Desktop 7.15 LTSR to MS Azure
* Used GitLab, Bitbucket for repositories, and Used Terra form, Jenkins pipeline to build server in Azure Environment
* Migrated 200+ apps from 7.15 on prem to 7.15 LTSR in azure through PowerShell script
* Install and Configured Netscaler VPX 13.1 for load balancing and Monitoring
* Working as Cloud Administrator on Microsoft Azure, involved in configuring virtual machines, storage accounts, resource groups
* Remote login to Virtual Machines to troubleshoot, monitor and deploy applications
* Managing Windows 2012 and 2016 servers, troubleshooting IP issues and working with different support teams
* Configuration of Microsoft DevTest Labs to migrate the virtual machines from one subscription to another subscription
* Managing day to day activity of the cloud environment, supporting development teams with their requirements
* Deploying VM's, Storage, Network and Affinity Group through PowerShell Script
* Work with a variety of business applications (ability to assess application requirements and configure them in a virtual desktop environment)
* Maintain operations on a day-to-day basis for complex virtual desktop environments of over 1500 virtual desktops
* Troubleshoot and proactively monitor systems and applications to identify and correct malfunctions and other operational difficulties
* Working with multiple technical teams, architects, security officers, managers and business users, reviewed and documented workloads, system dependencies and business requirements. Mapped workloads to the capabilities of Microsoft Azure for public, private and hybrid clouds
* Deployed Azure IaaS virtual machines (VMs) and Cloud services (PaaS role instances) into secure VNETs and subnets
* Provisions and management of instances. Re-Creation of instances using PS, Scale UP / Down of VMs. Changing Cloud Service with minimal Downtime. Removal and Deletion of VMs. RDS setup and configuration
* Migration of VM, Web Apps, SQL Data Base from on prem to Azure Cloud
* Syncing On Premises Active Directory to Azure AD with Azure AD Connect
* Azure APP service creation and management
* Azure Storage account creation and management
* Configured Server Load Balancing and Power-Shell script writing
* Implement application enhancements as special projects as assigned
* Patched Windows Server as a Master image and then build server out of it through Jenkins process
* Worked with Application owners and Line of business people to stage their application and make it ready for automation for cloud deployment
* Created VHD through automation process and updated in Testing serve through Citrix Studio
* Used JIRA to create stories and update Projects
* Remediation Vulnerabilities using IBM BigFix
* Created POC of Windows IoT and Linux based thin clients (Lenovo and iGel)
* Build Server to Administrate/Manage thin client and end points
* Used Service Now for Change Management, Application Tracking and all other ITIL procedures

**Citrix VDI / AWS Cloud Engineer – TXU Energy – (Mar 2019 – Dec 2019)**

200 W John Carpenter – Irving - Texas

* Design and Deploy Xen App and Desktop 1906 in Citrix Cloud and AWS (Amazon Web Cloud)
* Migrated more then 100+ on prem Citrix apps to AWS Cloud using MCS technology
* Installed and configure Citrix Connector Servers for Enterprise connectivity to Citrix Cloud
* Deploy AWS EC2 Instances with Cloud Formation Template using code via Jenkins pipeline
* Used GiTHub / GiTLab for Built-In Internal repositories for Cloud Formation Templates
* Publish Apps and Desktops in Citrix Cloud
* Configured AWS Security groups and ports to communicate between AWS and Citrix Cloud
* Used Machine Creation Services (MCS) to create Master image in AWS Cloud
* Installed and Configured VDA’s for Publish Applications and Remote Desktop Computers
* Design and Deployed Xen App / Xen Desktop 7.15 LTSR with ALL components
* Design and Deployed PVS Server 7.15 for on prem Citrix Environment
* Migrated LOB VHD’s from old PVS platform to new PVS 7.15
* Used Citrix Revers imaging process to reverse image for new PVS 7.15
* Configured PVS Load Balancing and HA
* Installed and Configured Store Front 3.12 for 7.15 LTSR
* Tune and Align XA 6.5 environment with resolving resources issues
* Created Training Diagrams uses MS Office suite including MS Power point, Word, Excel
* Suggest / recommend to add more resources in XA 6.5
* Worked with Provisioning Server 7.6, Patch and Compliant VHD’s
* Worked with AppSense for user profile configuration
* Create V Servers and configured in Netscaler for Store front Load Balancing and HA
* Import web site Certificate into Netscaler
* Installed and Configured new AppSense Environment Manager
* Installed and Configured Citrix Director for help desk support and reporting
* Used Service Now to create Change tickets
* Used Jira for track project and update day to day tasks and stories
* Used SCCM for Patching and Application Package deployment
* Created POC for Xen Desktop 1906 in AWS (Amazon Web Cloud)
* Build and Configured Windows Server 2016 EC2 Instances
* Used MS Visio for Technical Diagrams Microsoft
* Install and configured 100+ Dell 3040 Thin OS client for Citrix Virtual Desktop from Wyse Management Suite
* Managed Devices through Management Suite to make sure all devices up and running with no issues
* Configured end point to point client management server
* Reimaging / flash wyse client if This OS corruption

**Senior Citrix Analyst Expert – Royal Bank of Canada – (Feb 2017 – Feb 2019)**

330 Front St. West – Toronto ON

* Design and deployed Xen App / Xen Desktop 7.15 LTSR with SCVMM / Hyper-V
* Design and deployed Citrix Store front 3.15
* Worked with the Team who implemented Nutanix, familiar high level console access
* Install configured Citrix Provisioning Server 7.15
* Build and Configured master servers and imported to PVS server
* Used Hyper-V and SCVMM to Build Windows Server 2016 std for Citrix Xen Desktop 7.15
* Build Citrix XA 6.5 Servers through VMware Venter and RBC Server Build Script
* Configured Store front web site for external users in NetScaler Gateway
* Created Master image with all required Software’s/Tools/Client software’s
* Created Multiple Machine Catalogs with different master images
* Created / Configured Delivery groups and user’s assignment
* Installed and Configured Citrix App Layering as POC
* Installed and Configured Store Front with new Xen Desktop 7.15 LTSR environment
* Install and Configured Citrix Receive for Windows v4.12 through PowerShell Script
* Uses HPSM and Service Now to create Change and Incident Tickets
* Migrated more than 20000 users from old Citrix Platform to New Xen desktop 7.15 LTSR
* Migrated almost 40K MS Office users from Old office 2013 to Office 2016
* Used App-V 5 to Sequence / Virtualize packages
* Deployed App-V packages through SCCM
* Used SCCM for deploy critical security patches
* Analyzed Xen 6.5 and 5.0 environment
* Decom approx. 250 Xen App 5.0 and 6.5 servers
* Migrated most of old Xen 6.5 and 5.0 environment apps to new xen desktop 7.15 platform
* Configured / Installed VDI Agent to master image
* Configured VDI Agent for Physical Servers for Remote Desktop Access
* Migrated / Created new GPO as compare to old GPO and tested with new environment
* Import / Updated new Licenses into License server
* Create and configured Citrix Policies
* Lock down USB and other external devices access through Citrix Policies
* Setup High Availability between newly configured Netscaler VPX nodes
* Configured Load Balancing and Monitoring in netscaler for Store Front and Web Servers
* Install Certificates in Netscaler for web sites

**Citrix Admin / Server Admin – TD Bank – (Aug 2016 – Feb 2017)**

607 Chrislea Road – Woodbridge ON

* Install, Configured and Manage Windows Servers on VMWare 6.5 infrastructure
* Build Citrix Xen App 7.11 and Xen Desktop Infrastructure Servers
* Build and configured Citrix Studio and Desktop Director
* Migrated 100+ application from XA 5.0 and XA 6.5 to Xen App 7.11
* Deploy and Configured VMs on AWS and Azure Platforms
* Experienced with AWS EC2, S3, EBS, VPC, IAM, ElastiCache, EFS, Route53, etc
* Used SCCM to push security patches and software packages
* Managed Microsoft 2008, 2012 and 2016 servers
* Configured and installed Windows Clustering for SQL Server High Availability.
* Maintained and administrated Active Directory for users, OU and Computers
* Used ITIL Process with Service Now Tool to track and manage Citrix and Windows Server issues
* Provide leadership and guidance to help desk team to resolve technical challenges.
* Used tools for Running Administrative Tasks in IIS, executed Power Shell and VB Scripts for Administrative Tasks
* Updated servers with the latest service packs and hot fixes
* Configured Failover cluster for patching and rebooting Cluster node
* Trouble shoot Cluster Node issues like node failed, resources not available
* Experienced in Vulnerability scans & Remediation.
* Implemented Security Operations Control (SOC) and Auditing procedures

**Citrix Specialist / SCCM Admin – Scotia Bank – (Feb 2016 – Aug 2016)**

185 The West Mall, Etobicoke, ON

* Configured and Managed XA 6.5 environment
* Publish virtual Desktop and Applications on XA 6.5
* Troubleshoot application issues like slowness
* Stage and deploy new application on Windows Server 2008 for Citrix
* Used AppV 5.0 to virtualize applications for Citrix Platform
* Import and deploy App V Citrix packages to Citrix servers through SCCM
* Troubleshoot Citrix Printing issues
* Configured and Installed Xen Desktop 7.06 FP1 as POC
* Installed Citrix Web Access Server Citrix Neighborhood Agent and Web Access for clients
* Configured Web Access to published applications and content
* Install Citrix Client as mandatory updates for new image build rollouts
* Assisted in the development, deployment, and maintenance of the XenApp environments
* Provided access to SCCM servers based on job role/function
* Create custom collections based on business requirements
* Operating System Deployment (OSD) in Integration with SCCM/MDT 2012
* Created and Managed corporate desktop image (OS and applications) using IBM Image Tools/SCCM/MDT
* Developed VB Script and batch files in order to customize the image as per requirement, documented and automated the deployment process
* Configured Software Update Point, Downloaded and push the patches
* Created Software Update Group and Deployment Package for Patching

**Citrix Specialist / SCCM & XENDESKTOP SME – Toronto Hydro – (Nov 2014 – Jan 2016)**

14 Carlton – Toronto ON

* Introduced / Architect and Build XA 7.6 in POC, DEV, TEST and Production Environment
* Migrated 600+ Virtual and native installed application from XA 4.5 / 5 to Xen app 6.5 / 7.6.
* Created VDI and Xen App Application by using MCS and PVS services
* Created Master image with all required Softwares/Tools/Client softwares
* Created Multiple Machine Catalogs with different master images
* Created / Configured Delivery groups and user’s assignment
* Created Technical Diagrams using MS Visio / Citrix Stencils
* Created Helpdesk Training and how to slides via Power point / MS Word
* Configured / Installed VDI Agent to master image and VDI Agent for Physical Servers for Remote Desktop Access
* Update Security Patches to master image and distribute to VDI
* Modified App V Packages according to environmental requirement
* Build Citrix Servers to existing farm and New Xen Desktop /Xen App 7.6 VDI Environment
* Introduced / Architect and Build Store Front 3.x and integrated with 4.5 and 5 Xen App Controller Servers
* Install, Configured License Server v11.13 and Install and Configured SSL Certificate
* Purchased / Upgraded Citrix XA 5.0, 6.5 licenses to XA 7.6 Concurrent licenses
* Install and Configured Citrix Receive for Windows v4.3 through PowerShell Script
* Integrated Store front with NetScaler gateway
* Configure IIS and modified IIS web page as per Company requirement
* Introduced / Architect and Build Edge Sight 5.6 Server and configured End Points
* Configured Alerts for Citrix Server Services like IMA, CPSVC Services
* Configure Alerts through Edge Sight for service interruption and unavailability
* Generate reports through Edge Sight for Server and Services Availability and Alerts
* Configured Desktop Director for Help Desk users
* Created Help Desk Administrator and provided how to slides and trainings
* Created Software Applications, Packages and Deployed to workstations, laptops & servers
* Deployed Microsoft patches, critical updates and service packs to Servers on a timely basis
* Created and Deploy AppV Application Packages to Servers
* Managed environment on VMware platform for Toronto Hydro using ESX 5.5/6.0
* Created and managed virtual machines and installed VM Tools, Managed memory on virtual machine and VDI’s
* Built, configured, and deployed VMs and templates; and completed Physical-to-Virtual (P2V), Virtual-to-Virtual (V2V), and Virtual-to-Physical (V2P) migration of Windows NT, 2000 and 2003 Servers
* Performed Snapshots, Cloning, Cold Migrations, Hot Migrations and vMotion

**PROJECTS COMPLETED**

* Architect, Design and Deploy Xen Desktop 7.6 with Store Front 3.0
* Architect, Design and Deploy Edge Sight 5.6 Monitoring Server
* Install and Configure Netscaler 10.1 VPX and Gateway Server
* Migration XenApp 5.0 to XenApp 6.5 / 7.6
* Decommissioned Win 2003 VM as part of Citrix Xen App Migration Project

**Citrix Engineer – TD Bank – (July 2013 – Oct 2014)**

100 Wellington – Toronto ON

* Migrated more than 2000 applications and 40,000 users from XenApp 5.0 to XenApp 6.5, Windows 2008 R2
* Migrated 30,000 Microsoft Office 2003 users to Office 2010 in Citrix
* Responsible to stage application in lower environment like D2, PAT and Pre-Production
* Provide IT support relating to technical issues involving Microsoft's core business applications, as well as virtual environments built on Citrix, Microsoft and VMware
* Published, monitored and troubleshoot published, Streamed Applications and Web Interface
* Monitored and troubleshot the Citrix IMA service and the ICA communication channel
* Generating CPU and Memory Reports through Edge Sight
* Push packages to the Citrix servers through HPSA
* Published applications with AppCentre
* Troubleshoot app v issues, modified OSD files as per Package requirements
* Created small Citrix application Package through Microsoft App V Sequencer
* Personalize Citrix Applications through AppSense Environment Manager.
* Implement Highly available Citrix Xen Desktop 5.6 SP1
* Installed and Configured Xen Desktop Controller, Desktop Studio and Citrix Provisioning Server 6.0
* Created VDI Master Images for Desktop and Server on Xen Desktop 7.5 through Citrix Studio
* Created Machine Catalogue with Persistence VDI Desktop for user for more personalize user desktop settings
* Created Virtual Machine through Citrix Studio and Machine Catalogue
* Install and decommission Windows 2003 / 2008 servers as per project requirements with TD Server Guidelines
* Implemented of Windows 2012/2008/2003 Active Directory, DHCP, DNS, DFS, IIS , WSUS and SCCM infrastructures
* Implemented of Microsoft Hyper-V, SCVMM 2012/2008 and Failover cluster
* Provisioned physical servers and hundreds of VMware virtual machines on VMware and ESXi 5.1 using vCenter Server
* Part of a Server Build, Optimization and Virtualization team performing P2V migration of around 500 Windows Server 2003/2008 R2 on VMWare ESXi 4.1 and 5.1 environment using cutting edge technologies like VMware converter and PlateSpin
* Monthly patching for Citrix servers using HPSA and Plan and prepare the patching for highly vulnerable clients.

**PROJECTS COMPLETED**

* Migration from XenApp 5.0 Windows 2003 to XenApp 6.5 Windows 2008 R2
* Server Build / Repurpose / Decommission
* SCCM 2012 R2 Software Deployment / Patching

**VMWare / Citrix / Wintel SME – IBM – (Jan 2013 – June 2013)**

3600 Steeles Ave, Markham ON

* Patched Critical Prod/Dev Servers on weekly basis with VMware vProtect / Shavlik
* Build Server through vCenter Server
* Built ESXI Hosts, Virtual Machines
* Configures and deployed a Guest OS into a new virtual machine
* Created a vCenter utilization and connectivity alarm
* Created, Converted thin, thick provisioned virtual disks
* Migrated Physical Server to Virtual through VMware vCenter Converter
* Build and install physical Blade H Series IBM Server in Data Center
* Upgrade ESX Hosts from 4.0 to 5.1 through VMWare Update Manager
* Install and decommission Windows 2003 / 2008 servers
* Installed and configured DNS, DHCP servers and SNMP Services
* Created OU and GPO, modified User/Computer settings restrictions as per Citrix App requirement
* Publish and Configured Virtual Apps through Citrix Xen App 6.5
* Resolved critical printing issues with enterprise environment
* Resolved Critical Drive Mapping issue within the enterprise environment

**PROJECTS COMPLETED**

* IBM Director Roll out v6.2
* Tivoli Failed/Incomplete Backup Remediation
* Critical Microsoft Patch Management through VMware vProtect /Shavlik /SCCM 2007
* P2V and V2P through VMware VCenter Converter

**Virtualization Admin / System Admin – Amerisource Bergen – (Sep 2011 – Jan 2013)**

333 Matheson Blvd, Mississauga, ON

* Installed and configured Citrix XenApp server 6.0 on Windows Server 2008 R2
* Maintained and Monitor Citrix 4.5 Presentation Server
* Managed and maintained applications and Citrix policies
* Published and streamed applications using Citrix Access Management Console
* Published Applications, Contents and Folders
* Installed Xen Server 5.6 on IBM HX5 Blade Server
* Installed and Configure Xen Center 6.0
* Configured Active Directory and SMTP settings for vCenter Server
* Created Users account, unlock passwords, GPO settings
* Created Daily Server Performance Monitor Reports through Orion Monitoring Tool
* Used Heat Ticketing system for update Maintenance Tickets
* Used Veritas Net Backup Symantec for weekly Critical Data backup
* Created user mailbox through Exchange management console
* Created Distribution Group through Exchange management console
* Converted regular mail box to shared mail box through Exchange management shell
* Setup hub transport for scanners

**Windows System Admin / Citrix Admin – Bell Canada – (March 2008 – Aug 2011)**

Bell Canada, Mississauga ON

* Installed and configured Citrix Presentation Server 4.5 on Windows Server 2003
* Maintain, Managed and Troubleshoot day to day Citrix application issues
* Installed Citrix Licensed Server and IIS Server 6.0 for Citrix Web Access
* Used Heat Ticketing system to create change tickets
* Migrated 200+ Servers from 2003 to 2008
* Administrated, deployed, implemented and managed of server/network infrastructure
* Implemented new policy using Active Directory for USB Lockdown for Mass Storage

**Technical Solutions Representative – Bell Canada – (April 2007 – March 2008)**

Bell Canada, Mississauga ON

* Handled both inbound and outbound calls regarding telephone and data devices
* Provided wireless network troubleshooting step-by-step instructions via telephone
* Created work tickets to network troubleshooting using Heat, a tracking system, and escalated network cases
* Provide data support, International Roaming, network support, and repairs
* Troubleshot HSPS and CDMA network using NM1, RMS, Phoenix, NCMS and Google Coverage Map
* Provided solutions for email: setup, creation, troubleshooting and provisioning
* Used diagnostic tools such as: NCMS, Rim provisioning system, email tools, voicemail

**Junior System Admin – First Great Western – (March 2005 – Feb 2007)**

British Railways London U.K.

* Worked closely with the Senior Systems Administrators and other LAN/WAN Administrators to guarantee efficient system operations and implementation of software patches
* Monitored server and workstation logs and network to verify and check for errors
* Installed and maintained virus protection software and virus definitions
* Performed user account management: adds, deletes, and changes
* Responsible for installing, configuring, and administering desktops and laptops, PC operating systems, PC utilities and client applications

**IT Support – Exclusive Computers – (Jan 2003 – Feb 2005)**

* Managed and Responsible for entire IT department for Support
* Identified the hardware and software requirements for installation
* Maintained Local Area Networks and computer system hardware problems
* Managed Active Directory and Norton Antivirus
* Managed Network Printers and Scanners

**Computer Hardware and Network Support – Ali Ali Computers – (Jan 1997 – Dec 2002)**

* Responsible for the maintenance, repairs and installation of personal computers and network hardware and software
* Installed work stations and provide network access to all staff and trainees
* Provided network accounts and passwords as required
* Maintained computer hardware and support peripherals, including central processing units (CPUs), microprocessors, printers and disk drives

# EDUCATION

**B.E. Electronics** August 1996

N.E.D. University of Engineering and Technology, Karachi, Pakistan

# Higher Secondary School Certification March 1990

Board of Intermediate Education, Karachi, Pakistan

**Secondary School Certification** March 1998

Board of Secondary Education, Karachi, Pakistan

1 Year **Diploma in Computer Software** August 1997

New Institute of Data Processing, Karachi, Pakistan

1 Year **Diploma in Computer Hardware** December 1995

New Institute of Data Processing, Karachi, Pakistan