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| Objective | I am seeking a position as an engineer in an enterprise environment, where I can utilize my training and background in virtualization to solve business challenges and improve end-user experience. |
| Summary | Working in information technology since 1994, I have served in a variety of roles gaining expertise in many technical areas. As virtualization began to enter the datacenter, I began to specialize in virtualizing servers, desktops and applications. Using technical innovation to advance business capabilities is exciting and virtualization affords many such opportunities. During my career, I have worked in positions of progressively increasing responsibility. I have experience managing large project teams and departments. Being very project oriented, I enjoy executing a well-thought-out plan. Often managing simultaneous projects that compete for resources, I have sharpened my prioritization, time management and decision making skills to help keep projects on schedule and on budget. |
| Experience | **System Engineer BlueCross BlueShield of Tennessee 2012-Present**   * Use group policy and AppSense Environment Manager to manage user profile, configuration and personalization for 5,000 users. * Provide third tier customer support for XenApp 6.5 and XenDesktop 5.6. Develop and maintain images for both environments. Develop and maintain provisioned images for multiple XenApp silos and XenDesktop groups. * PowerShell scripting to automate administrative tasks and configuration changes; package scripts to delegate common support functions with least-privileged access; collect and report farm/server/workstation/user information. * Use of Splunk, and Computer Associates eHealth/Spectrum to monitor servers, collect event data for troubleshooting and aid in capacity planning. |
|  | **Solutions Architect Adaptix Solutions Group 2011-2012**   * Provide design, implementation and support services of enterprise virtualization technologies including Citrix, VMware and AppSense. * Six-month engagement assisting Tennessee Valley Authority (TVA) with implementation of AppSense Management Suite to 20,000 XenDesktop, XenApp, and physical endpoints. * Transition GPO configurations and login scripts into Environment Manager policy configuration to allow greater granularity in conditional logic. * Configure AppSense Application Manager to manage permissions on endpoints, implementing least-privileged access. |
|  | **Network Engineer II EPB 2006-2011**   * Install and manage XenApp farm for 500 users, with 150 applications in the farm. Work with application vendors to improve application performance and solve compatibility issues in XenApp published applications. * Manage Citrix Access Gateway for Citrix access and VPN connectivity. * Implement Citrix Provisioning Services and VMware hypervisor to reduce administration overhead, improve scalability and increase reliability. * Deliver workforce management and CAD applications with complex grid diagrams to mobile workforce units over limited bandwidth cellular data connections. * Implement EdgeSite to monitor Citrix environment, interfacing with Tivoli NetCool to generate tickets and perform corrective actions. * Design and deploy VMware View VDI environment and build both non-persistent and persistent virtual desktops. * Architect and implement AppSense Management Suite to manage configuration, personalization, privileges and performance. * Administer DesktopAuthority and manage user login process, reduce login times significantly. * Managed team that administered all Microsoft based servers including Active Directory, Exchange, SQL Server, SharePoint and other application/web servers. * Implement clustering, load balancing and virtual fabric to increase availability. |
|  | **Senior System Analyst LifeCare Centers of America 2003-2006**   * Manage technical team of interns, analysts and contractors to accomplish large-scale projects and conversions. * Maintained Active Directory and replication between 250 remote domain controllers. * Implementation of a Citrix Presentation Server farm delivering centralized EMR and accounting applications. |
| Education | **Strayer University Alexandria, VA 1992-1996**   * Graduated with Bachelor of Science, Management Information Systems * Maintained 4.0 GPA through graduation. * Emphasis in network operating systems and database administration |