**SCOTT D. BURGNER, CCP-V, Security+, CCSP, MCSE**

Citrix Certified Professional – Virtualization (CCP-V)

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**RECENT PROJECTS & SOLUTION IMPLEMENTATIONS**

**Fredriksen Fire Equipment Company, Inc. -** April 2014 – (present) Bensenville, Illinois

BENSENVILLE, IL - Project Objectives: Recover Virtual Desktop Infrastructure from site-wide outage. Rebuild and deploy newer Virtual Desktop Infrastructure and Access Solution to company employees, offering "Anytime, Anywhere Access", via Citrix NetScaler & StoreFront 3.01, independent of location or platform. Technologies deployed include Citrix XenDesktop 7.7, hosting Windows 7 64-bit Ed., Citrix XenApp 7.7, hosting various application platforms, such as SouthWare accounting and custom solutions by eFinity Solutions., Thin-provisioning by Citrix Provisioning Services 7.7, Remote and internal network-managed (load balancing, remote access, monitoring) resources via Citrix NetScaler 11.x, configure EMC storage, host infrastructure on updated XenServer 6.2 hypervisor platform. Implement user virtualization and cross-platform compatibility with Citrix User Profile Management 5.x. Deploy server operating systems on Windows Server 2012 R2 Standard. Update/configure Active Directory, DNS, and DHCP operations. Responsible for pilot testing and effective problem management for cutover to production operations.

**Consultant - Senior Virtualization Architect**

**Verso Paper Corporation -** March 2015 – November 2015

BIRON, WI and RUMFORD, ME - Project Objectives: XenDesktop 7.6 migration on VMWare & Nutanix for Divestiture of VERSO Paper Mills in its acquisition of NewPage. Plan and implement XenApp 6.5 migration into new Virtual Desktop Infrastructure and (XenApp) Solution for three sites. This scope included the design and implementation of project plans and architecture designs for migrating approximately 600 applications to a new infrastructure. Deploy "Anytime, Anywhere Access", via Citrix NetScaler & StoreFront 3.x, independent of location or platform. Technologies deployed include Citrix Desktop/XenApp 7.6, hosting various application platforms, Thin-provisioning by Citrix Provisioning Services 7.6, Remote and internal network-managed (load balancing, remote access, monitoring) resources via Citrix NetScaler 11.x, host infrastructure on updated VMWare ESX hypervisor platform. Implement user virtualization and cross-platform compatibility with Citrix User Profile Management 5.x. Deploy server operating systems on Windows Server 2012 R2 Standard. Update/reconfigure Active Directory, DNS, and DHCP operations. Responsible for pilot testing and effective problem management for cutover to production operations, including onsite cutover at the paper mills.

**Consultant - Senior Virtualization Architect**

**US Air Force, Joint Base Langley-Eustis –** September 2014 – February 2015

HAMPTON, VA - Project Objectives: Deploy Virtual Desktop Infrastructure for the Air Operations Center – Weapon System (AOC-WS) 10.2, which is a system-of-systems that contains numerous third-party software applications, including the Global Command and Control System – Joint (GCCS-J), Theater Battle Management Core Systems – Force Level (TBMCS-FL), Master Air Attack Plan Toolkit (MAAPTK), and Joint Automated Deep Operations Coordination System (JADOCS). Virtualization technologies include XenDesktop 5.6 with HDX 3D Pro hosting Windows 7, XenApp 6.5, Provisioning Services, NetScaler 9.x/10.x. Key responsibilities included close coordination with government and Information Assurance testing teams in the dissemination of system issues, root cause and corrective action planning. My direct role included tracking corrective action items through architectural re-design and security posturing. This included developing written corrective action design and mitigation of various technical solutions required to meet functional requirements.

**Consultant - Sr. Virtualization Architect**

**Cook Nuclear Power Plant -** May 2014 – June 2014 (2 months) Bridgman, Michigan

BRIDGMAN, MI - VDI Implementation - XenDesktop/XenApp 7.5, Provisioning Services 7.1, App-V Ver5, AppSense 8.4 (AppSense Now), on Invectus (formerly Whiptail Storage) - Cisco UCS - and NetApp Storage across two sites; Implement a sinlge site design leveraging NetScaler 10.x features and tecnologies; Wyse Thin Client terminals interfaced with Citrix StoreFront 2.5.

**Sr. Virtualization Architect**

**Parrish Medical Center - Titusville, Florida – Jan 2014 through Mar 2014**

*Project Objectives: Virtualize clinical staff endpoints and EMR system, incorporating XenDesktop 7.1, XenApp 7, Citrix Provisioning Services 7.1, Citrix StoreFront 2.1 with NetScaler 10.1 in HA Pair, hosted on ESX 5.5 hypervisor, EMC Storage with nComputing terminals. Utilize investment in AppSense Now Suite by incorporating user virtualization into deployed solution.*

Direct role and responsibility in this engagement includes:

* Conduct Infrastructure Readiness and Assessment and review findings with project stakeholders.
* Assess, design, and deploy (install, configure) initial solution; including production-ready system for Clinical Staff Pilot Test group.
* Manage pilot test with development, implementation, and execution of required processes.
* Utilize AppSense Now product, wherever possible, to incorporate user and machine settings, profiles, and configurations.

Responsible for design and configuration of virtualization technologies deployed, including Citrix XenDesktop 7.1, XenApp 7, Provisioning Services 7.1, VMWare ESX 5.5, AppSense Now (8.4), Citrix Profile Manager 5.1, NetScaler 10.1 (configured for HA Pair)

**Sr. Virtualization Architect**

**Major League Baseball Adv. Media LP / Tickets.com - Costa Mesa, California - Nov/Dec 2013**

*Project Objectives: Virtualize the ticket kiosk machines utilized for the sale and printing of tickets at sports and entertainment venues, incorporating XenDesktop 7.1, XenApp 6.5, Citrix Provisioning Services 7.1, Citrix StoreFront 2.1 with NetScaler 10.1 in HA Pair, hosted on XenServer 6.2 hypervisor, Cisco UCS, EMC Storage with nComputing terminals.*

Direct role and responsibility in this engagement includes:

* Conduct Infrastructure Readiness and Assessment and review findings with project stakeholders.
* Design and deploy initial solution; including production-ready system for LA Dodgers.
* Manage pilot test with development, implementation, and execution of required processes.

Responsible for design and configuration of virtualization technologies deployed, including Citrix XenDesktop 5.6, XenApp 6.5 FP1, Provisioning Services 6.1, Citrix XenServer 6.2, Citrix Profile Manager 5.1, NetScaler 10.1 (configured for HA Pair)

**Sr. Virtualization Architect**

**UBM, LLC - Santa Monica, California - November 2013**

*Project Objectives: Architect and deploy a "Anytime, Anywhere", "Find Me, Follow Me" virtual desktop solution for users, incorporating XenDesktop 5.6, XenApp 6.5, Citrix Provisioning Services 6.1, with NetScaler 10.1 in HA Pair, hosted on XenServer 6.2 hypervisor.*

Direct role and responsibility in this engagement includes:

* Conduct Infrastructure Readiness and Assessment and review findings with project stakeholders.
* Design and deploy initial solution.
* Manage pilot test with development, implementation, and execution of required processes.

Responsible for design and configuration of virtualization technologies deployed, including Citrix XenDesktop 5.6, XenApp 6.5 FP1, Provisioning Services 6.1, Citrix XenServer 6.2, Citrix Profile Manager 5.1, NetScaler 10.1 (configured for HA Pair)

**Sr. Virtualization Architect**

**Reed Elsevier - LexisNexis: Miamisburg - October 2013**

*Project Objectives: Architect a server-based and streamed application delivery solution, incorporating XenApp 6.5, Citrix Provisioning Services 6.1, App-V 5.0 hosted on VMWare ESX 5.*

Direct role and responsibility in this engagement includes:

* Conduct Infrastructure Readiness and Assessment and review findings with project stakeholders.
* Design and deploy initial solution.
* Manage pilot test with development, implementation, and execution of required processes.

Responsible for design and configuration of virtualization technologies deployed, including Citrix XenApp 6.5 FP1, Provisioning Services 5.6/6.1, VMWare ESX, App-V integration, Citrix Profile Manager 5.1

**Sr. Virtualization Architect**

**USAID – United States Agency for International Development, Washington, DC**

(http://www.usaid.gov) 2012 –2013

*Project Objectives: Architect a demo Virtual Desktop Solution consisting of Windows 7 solution, incorporating XenDesktop 5.6, Citrix Provisioning Services 6.1, Citrix XenApp 6.5, NetScaler, hosted on VMWare ESX 5 and NetApp Storage solution.*

Direct role and responsibility in this engagement includes:

* Conduct Infrastructure Readiness and Assessment and review findings with project stakeholders.
* Design and deploy initial demo test design of VDI solution to overseas Missions (locations).
* Manage pilot test with development, implementation, and execution of required processes.
* Develop business case for DaaS (Desktop as a Service) for USAID.
* Develop, design, and draft DaaS implementation plan for Mission and Washington, DC sites.
* Deploy Virtual Desktop Infrastructure to Mission and Washington, DC sites, including SSL-VPN solution utilizing Citrix NetScaler appliances (GSLB, SSL-VPN, PKI, Load Balancing).
* Responsible for design and configuration of virtualization technologies deployed, including Citrix XenDesktop 5.5/5.6, XenApp 6.5 FP1, Provisioning Services 5.6/6.1, NetScaler 9.2, VMWare ESX, NetApp FAS3050/Data ONTap, SCCM/App-V integration, AppSense UEM Design.

**Sr. Virtualization Architect**

**Farm Credit Services of Illinois, Mahomet, IL**

(http://www.fcsillinois.com) September 2012 (Short-Term Engagement)

*Project Objectives: Architect a Virtual Desktop Solution consisting of Windows 7 solution, incorporating XenDesktop 5.6, Citrix Provisioning Services 6.1, Citrix XenApp 6.5, and AppSense User Environment Manager 8.3 hosted on Citrix XenServer 6.02, Ciscso UCS and XIO Storage solution.*

Direct role and responsibility in this engagement includes:

* Conduct Architecture Recommendation and Assessment and review findings with IT Staff.
* Evolve initial test design developed by IT team into Enterprise Solution for pilot and production.
* Manage pilot test deployment to corporate sites and branch offices.
* Conduct daily user-focuses status meetings on issues, objectives, and milestones.
* Architect XenDesktop, Provisioning Services, XenApp, and XenServer infrastructure for project.
* Install and configure AppSense Management and Personalization infrastructure to utilize User Environment Manager 8 for user virtualization architecture within VDI environment.

**Sr. Virtualization Architect**

**Applied Materials, Austin, TX**

(http://www.amat.com) August-September 2012 (Short-Term Engagement)

*Project Objectives: Migrate Windows XP into a Virtual Desktop Solution by architecting a Windows 7 & XP VDI (Virtual Desktop Infrastructure) solution, incorporating XenDesktop 5.5, Citrix Provisioning Services, Microsoft SCCM, and AppSense User Environment Manager.*

Direct role and responsibility in this engagement includes:

* Conduct Architecture Recommendation and Assessment process for customer.
* Design and deploy Citrix XenDesktop 5.5 architecture.
* Design and deploy Citrix Provisioning Services and required storage to integrate with XenDesktop and VMWare architecture.
* Integrate Citrix NetScaler solution to branded Citrix Web Interface solution.
* Design, install, and configure AppSense Management and Personalization infrastructure to utilize User Environment Manager 8 for user virtualization architecture within VDI environment.

**Sr. Virtualization Architect**

**Department of Homeland Security, Washington, DC**

(http://www.dhs.gov) July 2012 (Short-Term Engagement)

*Project Objectives: Prepare a pilot test to Migrate Windows XP into a Virtual Desktop Solution by architecting a Windows 7 & XP VDI (Virtual Desktop Infrastructure) solution, incorporating XenDesktop 5.5, Citrix XenApp 6.5, Citrix Provisioning Services, and AppSense User Environment Manager.*

Direct role and responsibility in this engagement includes:

* Deploy Citrix XenDesktop and Citrix XenApp architecture for Pilot Test.
* Deploy Citrix Provisioning Services to integrate with XenDesktop and VMWare architecture.
* Design, install, and configure AppSense Management and Personalization infrastructure to utilize User Environment Manager 8 for user virtualization architecture within VDI environment.

**Enterprise Architect**

**First Republic Bank, San Francisco, California**

(<http://www.firstrepublic.com>) June 2011 – June 2012

*Project Objectives: Migrate Windows XP into a Next Generation Desktop Solution by architecting a Windows 7 VDI (Virtual Desktop Infrastructure) solution, incorporating XenDesktop 5.5, XenApp 6.5, Microsoft SCCM and App-V, AppSense User Environment Manager to deliver “Anytime Anywhere” access for 2K users.*

Direct role and responsibility in this engagement includes:

* Work closely with business and development leaders to translate business goals into a manageable technology roadmap and support planning and delivery of roadmap objectives.
* Evaluate and identify appropriate technologies for meeting business requirements within the First Republic Bank technology guidelines and standards in collaboration with Technology Office.
* Support and guide Corporate Business Systems development teams in defining solution approaches, architecture, designs and provide general architectural oversight during the development process.
* Promote architecture efforts that create greater architectural consistency and technology sharing across Corporate Business Systems and contribute to the overall enterprise technology strategy for realization of goals such as reuse, infrastructure simplification, cost management and flexibility.
* Collaborate with various architecture and development teams across First Republic Bank to define effective integration standards and methods to ensure appropriate integration between Corporate Business Systems and various First Republic Bank systems that have data and process dependencies.
* Work with CTO Office Enterprise Architecture and other architecture teams to have consistent architecture and technology governance practices for Corporate Business Systems throughout technology planning and delivery cycles.
* Understand and promote the role of architectural best practices; communicating effectively with all key constituents and actively promoting the needs and benefits of governance, architecture and standards. (i.e., Citrix and Microsoft technologies).
* Build strong cross-organizational relationships and effectively influencing staff across the IT organization and broader enterprise.
* Develop the architecture community within Corporate Business Systems development and mentoring architects in the development of their skills.

**Lead Architect, Consultant**

**Chesapeake Energy Corporation – Oklahoma City, OK**

(<http://www.chk.com>) March 2011 – June 2011

*Project Objectives: XenApp 6.0 migration of 3K users utilizing VMWare, Citrix Provisioning Svcs, SCCM for a large Oil & Gas Company.*

Direct role and responsibility in this engagement includes:

* **Conduct Citrix Infrastructure Assessment, develop business requirements, and establish Use Cases** for the server-based application delivery solution for 3,000-user migration to Citrix XenApp 6.0 and XenDesktop 5.
* **Develop written documentation of processes and procedures** for areas identified within the assessment.
* Partner with IT staff in problem management of pilot and production issues.
* Develop and train Desktop Integration teams to maintain, support environment.
* Core Technologies Deployed: **Microsoft SCCM/App-V, VMWare 4.0, XenApp 6.0 , 5.0 Platinum Edition, Citrix Provisioning Services 5.6, Windows Server 2008 R2 x64 platforms,** Citrix EdgeSight, Citrix XenDesktop 5.0 (evaluation), Active Directory Services (2003/2008), Microsoft SQL Server 2005/2008, IIS Server 6.0/7.0, Citrix Web Interface, PKI technologies, Oracle software, Citrix NetScaler MPX, Citrix Access Gateway VPX.

**Lead Architect, Consultant**

**Dana Corporation – Maumee, OH (Project with Cedars-Sinai in Los Angeles, CA)**

(<http://www.cedars-sinai.edu>) March 2011 (Assessment Only Engagement)

*Project Objectives: Conduct Citrix Infrastructure Assessment of large corporation for migration to XenApp 6.0 hosting ERP, delivering SAP to global sites via Citrix XenApp 6.0.*

Direct role and responsibility in this engagement includes:

* **Develop project and remediation actions** from Citrix Infrastructure Assessment with IT Staff.
* Core Technologies Deployed: SAP on **Citrix XenApp 6.0 , 5.0 Platinum Edition,** **Windows Server 2003/2008 x86 and x64 platforms,** Citrix EdgeSight, Active Directory Services (2003/2008), Microsoft SQL Server, IIS Server, Citrix Installation Manager, Citrix Web Interface, PKI technologies.

**Lead Architect, Consultant**

**Cedars-Sinai Health System – Los Angeles, CA**

(<http://www.cedars-sinai.edu>) January 2010 – March 2011

*Project Objectives: Conduct Citrix Infrastructure Assessment for large healthcare organization to improve service delivery of primarily EPIC, the EMR and Patient/Practice Management system to 2,500 users. Lead organization staff on addressing findings, risks, and improvement initiatives out of assessment.*

Direct role and responsibility in this engagement includes:

* **Develop project and remediation actions** from Citrix Infrastructure Assessment with IT Staff.
* **Develop written documentation of processes and procedures** for areas identified within the assessment.
* Core Technologies Deployed: Epic Systems software. **XenApp 6.0 , 5.0 Platinum Edition, Windows Server 2003/2008 x86 and x64 platforms**, Citrix EdgeSight, **Citrix XenDesktop 5.0** (evaluation), Active Directory Services (2003), Microsoft SQL Server, IIS Server, Citrix Password Manager, Citrix Installation Manager, Citrix Web Interface, PKI technologies, Oracle software.

**Lead Architect, Consultant**

**KLA-Tencor, Milpitas, CA**

( [http://www.kla-tencor.com/](http://www.disa.mil)) Dec. 2010 (One month contract)

*Project Objectives:* ***Deliver a VDI solution incorporating Cisco UCS and Citrix XenDesktop to facilitate centralized access for 2000 global users****, 800 of which consisting of remote users accessing VDI via iPads and Citrix Receiver.*

Direct role and responsibility in this engagement included:

* **Develop written documentation for the design, development, installation, and operation of system.**
* Partner with IT staff in problem management of pilot and production phases.
* **Develop and execute strategic transition of Desktop Integration teams to support for implemented VDI.**
* Core Technologies Deployed: **XenApp 6.0 , 5.0 Platinum Edition, Windows Server 2003/2008 x86 and x64 platforms, Windows 7**, Citrix Provisioning Services, **Citrix XenDesktop 4.0,** Active Directory Services (2008), Microsoft SQL Server, IIS Server, Citrix Password Manager, Citrix Installation Manager, Citrix Web Interface, PKI technologies, RSA SecurID integration, Apple iPad with Citrix Receiver.

**Lead Architect, Consultant**

**US Dept. of Defense: Defense Information Systems Agency, Various Locations**

(<http://www.disa.mil>) Nov. 2009 – Dec. 2010

*Project Objectives: Deliver a server-based desktop replacement solution incorporating Sun Microsystems secure thin-client technologies combined with Citrix XenApp to facilitate secure access for users across many sites while minimizing the risk of compromised data.*

Direct, security-cleared role and responsibility in this engagement included:

* **Conduct Citrix Infrastructure Assessment** on the readiness of each site for thin client technologies.
* **Develop written documentation for the design, development, installation, and operation of system.**
* **Design complete Citrix infrastructure** with included Active Directory integration.
* Deploy Citrix XenApp and Thin Client infrastructure utilizing Sun Microsystems SunRay Session Server (Solaris) platforms and (Sun) Desktop Terminal Units at the following locations:
  + DISA Headquarters and Skyline 7, Arlington, VA
  + DISA Pacific Command, Pearl Harbor and Wheeler Army Airfield, HI
  + DISA Joint Spectrum Center, Annapolis, MD.
  + DISA Field Services Operations, Chambersburg, PA
  + DISA Central Command, Tampa (MacDill AFB), Florida
  + DISA NetOps Theater Command, Manama, Kingdom of Bahrain
  + DISA European Command, Stuttgart, Germany
* Partner with application and vendor staff in problem management of testing and production phases.
* Partner with application packaging teams to assist with rapid deployment solutions utilizing Altiris.
* Core Technologies Deployed: **XenApp 4.5 and 5.0 Platinum Edition,** **Windows Server 2003/2008 x86 and x64 platforms**, Sun Microsystems Solaris platform and SunRay Session Server technologies, Active Directory Services (2003), Microsoft SQL Server, IIS Server, Citrix Password Manager, Citrix Installation Manager, Citrix Web Interface, PKI technologies, Smart Card integration.

**Lead Architect, Consultant**

**Iroquois Gas Pipeline Company, Shelton, CT**

(<http://www.iroquois.com>) July 2009 – November 2009

*Project Objectives: Architect a reliable, secure, seamless solution for external customers to access the organization’s revenue-generating capacity release requisition systems. Migrate a separate, problematic legacy Citrix infrastructure to XenApp Version 5, incorporating Citrix Access Gateway and Citrix XenServer.*

Direct role and responsibility in this engagement included:

* **Conduct Citrix Infrastructure Assessment, develop business requirements, and establish Use Cases** for the server-based application delivery solution for 400 user migration.
* **Develop written documentation and installation procedures** for a new Citrix Access Solution and new Active Directory infrastructure.
* Partner with application and vendor staff in problem management of testing and production phases.
* **Retool existing IT processes** to improve implementation, support, and maintenance processes.
* Upgrade and migrate existing Citrix infrastructure from **XenApp 4.5 to XenApp 5.0.**
* Implement **Citrix XenServer** to achieve more efficient testing, development, and consolidation processes.
* Deliver “Operating Environment Supplement” to customer, complete with authored documents detailing the end-to-end implementation and ongoing support of Citrix XenApp (Enterprise Edition) solution.
* Core Technologies Deployed: **XenApp 5.0 Enterprise Edition, Windows Server 2003/2008 x86 and x64 platforms,** Active Directory Services (2003), Microsoft SQL Server, IIS Server, Citrix XenServer 5.5, Citrix SmartAuditor, Citrix Password Manager, Citrix Installation Manager, Citrix Web Interface, PKI technologies.

**Lead Architect, Consultant**

**Citrix Implementation Project– Salinas Valley Memorial Hospital, Salinas, CA**

(<http://www.svmh.com>) April – July 2009

*Project Objectives: Deliver electronic medical records (eMR) and medication verification systems to hospital staff on a host of wireless devices used to facilitate patient care. Streamline and safeguard patient care processes by delivering the Meditech application platform via Citrix. Implement an access solution for the hospital’s centralized medical record system for nearly a dozen independent medical clinics and private practices.*

Direct role and responsibility in this engagement included:

* **Conduct Citrix Infrastructure Assessment** on organization readiness for Citrix technologies.
* **Develop written documentation and installation procedures** for Citrix Delivery Center.
* Partner with application and vendor staff in problem management of testing and production phases.
* Document and implement real-time support for performance monitoring and reporting for Citrix servers and client devices (endpoints) utilizing Citrix EdgeSight.
* Upgrade and migrate existing Citrix infrastructure from XenApp 4.5 to XenApp 5.0.
* Deliver a “System Implementation Binder” to customer, complete with authored documents detailing the end-to-end implementation and ongoing support of Citrix XenApp (Platinum Edition) solution.
* Core Technologies Deployed: **XenApp 5.0 Platinum Edition, Windows Server 2003/2008 x86 and x64 platforms**, Active Directory Services (2003), Microsoft SQL Server, IIS Server, Citrix EdgeSight, Citrix SmartAuditor, Citrix Password Manager, Citrix Installation Manager, Citrix Web Interface, PKI technologies.

**Lead Architect, Consultant**

**Citrix Implementation Project– Examination Resources, LLC. Atlanta, GA**

(<http://www.examresources.net>) Apr. 2009 – Apr. 2010

*Project Objectives: Promote a more contiguous and collaborative remote workforce of contractors and employees by centralizing applications, including the firm’s audit management system, independent of location and device. Evolve business processes from an email-based storage model to a centralized and reliable shared workspace.*

Direct role and responsibility in this engagement included:

* Initial implementation of Citrix XenApp Fundamentals (Access Essentials) followed by migration to Citrix XenApp 6.0 eight months later.
* Completion of planning, assessment, design, and implementation of a new Citrix solution.
* **Conduct Citrix Infrastructure Assessment, develop business requirements, and establish use cases/business justification** for the server-based application delivery solution for fifty users working remotely.
* **Establish current IT standards, documentation, and quality processes (including Disaster Recovery Plan).**
* Develop and document installation plan for the required Audit Management applications required on Citrix.
* Develop, configure, and implementreal-time support for performance monitoring and reporting.
* Develop and execute maintenance processes and procedures (system calibration, patches, updates, etc.).
* Deliver online training, remote support, and rollout tasks for new Citrix environment to end users.
* Finalize project with customer with delivery of a “System Implementation Binder”, a comprehensive collection of documents detailing the end-to-end implementation and ongoing support of Citrix.
* Core Technologies Deployed: Citrix Access Essentials, **Windows Server 2003,** Active Directory Services (2003), Microsoft SQL Server, IIS Server, Microsoft Routing and Remote Access, Citrix Secure Gateway 2.0, Web Interface for Presentation Server, PKI technologies, Backup and Restore hardware and services.

**Lead Architect, Consultant**

**Citrix Implementation - Colony Insurance / Argonaut Group, Richmond, VA**

(<http://www.colonyins.com>) 10/2007 to 3/2009

*Project Objectives: Centralize the claims and underwriting applications previously distributed across several corporate offices and remote users. Deliver a consistent user experience regardless of access point and device.*

Direct role and responsibility in this engagement included:

* **Lead architect role in the assessment, design, and implementation of a new Citrix XenApp environment.**
* **Conduct Citrix Infrastructure Assessment, develop business requirements, and establish Use Cases** for the server-based application delivery solution for 600 users spanning several geographic locations.
* **Establish/build on current IT standards, documentation, and quality processes** (including Disaster Recovery Plan) for new Citrix infrastructure.
* Collaborate with Applications Teams and business liaisons on Citrix-related projects and initiatives.
* Deploy and provide point-of-escalation support for first tier Citrix administrators at seven corporate office sites, develop tiered support matrix, and facilitate end-user training, support for go-live activities.
* Develop, configure, and implement real-time support for performance monitoring and reporting.
* Develop and execute maintenance processes and procedures (system calibration, patches, updates, etc.).
* Core Technologies Deployed**: Citrix XenApp 4.5 Enterprise Edition, Windows Server 2003/2008 x86 and x64 platforms**, Active Directory Services (2003), Microsoft SQL Server, IIS Server, Web Interface 5.0, Citrix Secure Gateway 3.0, Citrix EdgeSight, Resource Manager, Installation Manager, Windows Network Load Balancing, PKI technologies and RSA ACE Server/SecureID product integration with Citrix.

**Clients Include the following Citrix Implementations: SanDisk Corporation, Sybase Corporation, City of Livermore, Swinerton Corp, AT&T, Romak Iron Works Co., AlumaUSA -** 8/2006 through 10/2007

Direct role and responsibility in this engagement included:

* **Lead architect and engineering role in the assessment, design, and implementation of a new Citrix (Version 4.0 or 4.5, Access Essentials) infrastructure/access solution** (Access Gateway, Citrix Secure Gateway) integrated with Active Directory (Microsoft Windows 2000 or 2003 Directory Services).
* **Establish/build on current IT standards, documentation, and quality processes** (including Disaster Recovery Plan) for new Citrix infrastructure.
* Collaborate with Applications Teams and business liaisons on application migration, Citrix-related projects and initiatives.
* Provide point of escalation support for first tier Citrix administrators at global sites.
* Provide real time support for performance monitoring, and reporting of applications hosted on Citrix systems.
* Routine updates of Citrix system and application software versions and access requirements to first level support.
* **Partner with IT Leadership on business directives** related to the new Citrix environment.

**Citrix Architecture and Engineering Consultant**

**Kaiser Permanente, Walnut Creek, CA**

(<http://www.kp.org>) 2/2006 through 8/2006 (six month engagement)

* Citrix Architect role in application engineering, packaging, and deployment of moderate to complex Citrix enabled clinical and business applications for regional and enterprise wide implementations.
* Utilize unique combination of detailed technical knowledge of Citrix and Microsoft technologies, including end to end product delivery in a large corporate environment.
* Review and sign-off of project requirements prior to acceptance into Build Lifecycle segment paired with developing project estimates for technical engineering design, build, and testing of new applications.
* **Develop and maintain detailed plans for execution of technical engineering tasks in addition to analysis of applications for integration into architecture.**
* **Facilitate technical design of application integration & packaging**, including the solution for national and regional applications to be integrated with the Citrix infrastructure. This also included the design of regional and national Load Managed Groups (LMGs) and characterization of user groups that will access the applications.
* Directory integration design (specific to Citrix Infrastructure) to support directory authentication for national and regional projects.
* Unit test design and execution to validate all Build lifecycle segment technical designs.
* Develop technical integration test scenarios based on design, architecture and identified technical risk.
* Determine scalability and capacity impact of technical designs.
* Provide 3rd level technical support

**Senior IT Specialist II -Citrix Lead Architect/Lead Engineer**

**Gilead Sciences, Inc., Foster City, CA**

([http://www.gilead.com](http://www.gapinc.com/)) 2003 through 2006

*Project Objectives: Centralize business-critical applications for document management and training, research, and laboratory management systems following GMP standards to corporate offices and manufacturing sites worldwide.*

Direct role and responsibility in this engagement included:

* **Lead architect and engineering role in the assessment, design, and implementation of a new Citrix infrastructure/access solution** integrated with Active Directory in a GMP regulated environment.
* Support Citrix-related projects and business initiatives with in-depth knowledge of infrastructure qualification and application validation in a GMP regulated environment.
* **Improve current IT standards, documentation, and quality processes** (including Disaster Recovery Plan).
* Coordinate with Quality Assurance and Validation Services teams on the creation and management of IT Operating Procedures, IT Forms and IT Policies in a GMP regulated environment.
* Provide point of escalation support for first tier Citrix administrators at global sites.
* Provide real time support for performance monitoring, and reporting of applications.
* Properly identify and assess risks to data integrity, data loss, and loss of service.
* Collaborate with Applications Teams and business liaisons on Citrix-related projects and initiatives.

**Lead Systems Engineer, Intel Engineering**

**Gap Inc., San Francisco, CA**

(<http://www.gapinc.com/>) 2002 through 2003

* **Responsible for architecting, engineering, documenting** complete re-platform of Citrix MetaFrame 1.8 Farm to MetaFrame XP 1.0, integrating with existing Active Directory.
* Lead position responsible for 300 Intel-based servers running Windows 2000, NT.4.0/TSE, NetWare 5.1
* Migration to Active Directory from NDS and NT 4.0 systems for Windows 2000 infrastructure.
* Engineer and administer production systems running Citrix MetaFrame 1.8 & XP, PeopleSoft, SQL, IIS, clustered and/or load balanced servers.
* Maintain, repair, and manage vendor contracts for hardware on 300 Intel-based systems and Storage Area Networks.
* Engineer and support server monitoring tools and necessary components, including Tivoli, Compaq Insight Manager, Norton Antivirus.
* Work closely with application owners, developers, and database administrators with server implementation, modifications, and ongoing support.
* **Execute and develop documentation** for emergency response drills offsite for the purpose of business continuity/disaster recovery planning and implementation.
* Efficiently manage workflow by utilizing change management, operational readiness reviews, and problem management applications.
* **Effectively delegate workload to staff and work with Senior Management in determining organizational goals, objectives.**

**IT Manager, Data & Telecom**

**Gap Inc**.**, San Francisco, CA**

(<http://www.gapinc.com/>) 2001 through 2002

* Extensive experience/proficiency in NetWare, NT, LAN/WAN components, DEFINITY, AUDIX, CMS, and Conversant (Call Center Engineering).
* Work with degree of independence to maintain all aspects for the integrity of system server operations.
* Responsible for emergency response as needed to correct system failures, including business continuity/disaster recovery planning and implementation.
* Provide training, advice, and technical support for various projects, including establishing new site and infrastructure, as a key resource for local senior staff.
* Work closely with technical staff at IT Headquarters in Engineering in evaluating current systems and making suggestions for future deployment.
* Effective communication skills, professional interaction with diverse group of clients and staff, including advanced project management skills with new site implementation.
* **Demonstrate success with administrative and organized skills; manage workload and projects along with a strong focus on customer service.**

**EDUCATION / CERTIFICATIONS**

* **CCP-V, Citrix Certified Professional – Virtualization (2015)**
* CCEE, Citrix Certified Enterprise Engineer for Virtualization (2012)
* CCSP, Citrix Certified Sales Professional (updated, 2014)
* **MCSE, Microsoft Certified Systems Engineer**
* **Certified: AppDNA**
* **Compliance in (FDA) Computer Software and Hardware Validation, PTI International Inc., 2005**
* BA in Spanish/Business Management, San Diego State University

**SPECIAL SKILLS**

* Virtualization Technologies
  + Citrix Provisioning Services 5.x, 6.x, **7.1**
  + Citrix XenDesktop 4.0, 5.0, 5.5, 7.1, 7.5, **7.6**
  + Citrix XenServer 5.5, 5.6, 6.0, 6.2, **6.5**
  + Citrix StoreFront 2.1, 2.5, **2.6**
  + Citrix NetScaler 9.2, 10.1, **10.5**
  + Citrix XenApp 5.0, 6.0, 6.5, 6.5FP1, 7.0, **7.6**
  + Citrix Smart Auditor
  + Citrix NetScaler Secure Gateway, Citrix Access Gateway, Citrix Secure Gateway
  + Citrix Single-Sign On (Password Manager), Imprivata
  + Citrix EdgeSight, (now Desktop Director w/ XenDesktop 7.6)
  + Citrix Web Interface, Merchandising Server, Citrix Receiver 4.2, **4.4**
  + Microsoft Application Virtualization (App-V) 4.6 SP1, **5.x (integration w/ XenDesktop)**
  + Microsoft SCCM and Hyper-V
  + AppSense User Environment/Application /Performance Manager 8.1, 8.3
  + AppSense Now Environment/Application /Performance Manager **8.4**
  + VMWare ESX
  + NetApp, EMC, Cisco UCS Solutions
* Other Skills
  + Fluent in the Spanish language
  + Rudimentary level fluency in Navajo language