

## Senior Systems Administrator | ITIL Certified | Azure & Citrix Expert Summary:

- ❖ 18+ years of IT infrastructure expertise, including servers, storage, networking, virtualization, and cloud environments (Azure, Citrix, VMware, Nutanix).
- ❖ Extensive experience in managing Windows Server infrastructure, Active Directory, and Group Policy.
- ❖ Proven experience in IT operational environments, overseeing infrastructure installation, upgrades, monitoring, optimization, and compliance (PCI DSS, HIPAA, IAM).
- ❖ ITSM/ITIL Certified professional with hands-on experience in ServiceNow, Ivanti, and ConnectWise for incident, problem, and change management.
- ❖ Skilled in resource capacity planning, enterprise ticketing system management, and coordinating cross-functional IT initiatives.
- ❖ Adept at documentation, vulnerability management, and translating technical concepts into business-friendly terms.
- ❖ Understanding backup and recovery principles and best practices, experience with Veeam Backup and recovery and different tools like Azure backup and recovery.

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## Professional Experience

### Centrilogic, Remote Canada

*Citrix Consultant*

06/2024-09/2024

Assessing a Customer Citrix Daas environment on Azure and making recommendations on best practices and stability improvements. Prepare technical documentation for the existing environment. Implement Citrix Recording Session. Examine existing master images and implement CIS policies for PCI DSS standards.

- ❖ Monitor and maintain the health, performance, and availability of the Citrix Cloud environment
- ❖ FSLogix on NetApp files in Azure for profile management
- ❖ Multi-tenant, multi-region Citrix implementation
- ❖ Print management in Citrix
- ❖ Policy management in Citrix.
- ❖ Citrix image management
- ❖ Citrix Recording Session
- ❖ Develop and maintain documentation, including system configurations and standard operating procedures.
- ❖ Conduct performance tuning and capacity planning to optimize Citrix infrastructure resources.

### CDW Canada, Remote Canada

*Systems Administrator*

11/2023-05/2024

I managed IT infrastructure on-premises based on Nutanix virtual infrastructure. Secure and update Windows Server and Active Directory, Group Policy.

- ❖ Administration of virtual infrastructure Nutanix
- ❖ Active Directory infrastructure security and administration, deploying CIS policies
- ❖ Windows Server 2016 – 2022 operating systems, including installation, configuration, and troubleshooting.

- ❖ SCCM and PatchMyPC - installing and updating applications, installing system updates, upgrading OS
- ❖ Group policy administration
- ❖ Infrastructure upgrade Windows Server 2012, 2016 to Windows Server 2019 and 2022
- ❖ Prepare and harden golden images Windows Server 2019-2022
- ❖ Implement and maintain a secure and scalable Active Directory environment, ensuring compliance with best practices and industry standards.
- ❖ Windows File Sharing technologies – NTFS permissions, DFS Namespace.
- ❖ Build and maintain Remote Desktop Services
- ❖ Manage application and OS vulnerabilities
- ❖ ITSM: Ivanti Service Manager

**Mobiz, Remote USA**

*Citrix Engineer/Systems Administrator*

10/2021-11/2023

I managed IT infrastructure on-premises and in Azure. Manage and deploy big Applications and Citrix desktop infrastructure. Secure and update Windows Server, Active Directory and Desktop end-user infrastructure. Being part of the team to migrate Lift and Shift infrastructure from on-premises to Azure. Microsoft 365 administration.

- ❖ Azure administration (IaaS, Security, Azure Site Recovery, Networking, Blob Storage, Resource Groups, NSG, Monitoring Insights, SQL Server, RBAC Entra ID, administration, resource usage and cost optimization)
- ❖ Microsoft 365, Exchange Online, SharePoint, Teams administration, users and groups
- ❖ Windows Server 2008-2022 and Active Directory and Entra ID administration, PowerShell scripting
- ❖ Infrastructure security: Defender, Windows Server, Active Directory, Microsoft 365, Group Policy
- ❖ SCCM and Intune infrastructure administration and upgrade
- ❖ Citrix Cloud: DaaS administration; Citrix Virtual Apps and Desktops 7
- ❖ Azure AVD Administration, prepare and update master images for deploying new infrastructure.
- ❖ Working in a secure environment under PCI DSS and HIPAA compliance.
- ❖ Backups and Disaster Recovery - Veeam, Azure Backup
- ❖ Administration of virtual infrastructure: Nutanix and VMware 5.5 - 7.0, clustering, storage
- ❖ ITSM: Service Now, IT Glue

**Naylor Association Solutions, Winnipeg Manitoba**

*Network Administrator*

08/2021-10/2021

Manage virtual infrastructure and provide support for employees.

- ❖ Citrix 6.5 and 7.15: XenApp and XenDesktop administration and monitoring
- ❖ Azure AVD, FSlogix, Nerdio, Storage, Azure Networking, Entra ID, Azure Monitoring, Azure RBAC
- ❖ Administration of virtual infrastructure: Hyper-V, VMware, clustering, storage
- ❖ Windows Server 2012-2019 and software administration
- ❖ Administration of virtual infrastructure: Hyper-V, VMware, clustering, storage

**Oxygen Technologies, Winnipeg Manitoba**

*Managed IT Services Administrator/Backup Administrator*

12/2020-08/2021

Maintain the infrastructure for clients of the company, provide daily support and implement new solutions.

- ❖ ITSM: ConnectWise Manage
- ❖ Kaspersky Security Endpoint - monitoring and administration

- ❖ Infrastructure administration for MSP: ConnectWise Automate and SolarWinds N-central
- ❖ Backup and Disaster Recovery management - Veeam, Datto, and Azure Backup
- ❖ Virtual infrastructure: Hyper-V, VMware ESXi 6.0-7.0, and vSphere, clustering
- ❖ Windows Server 2008-2019 - monitoring and administration
- ❖ Office 365, Exchange 365, Entra ID - monitoring and administration
- ❖ Hardware infrastructure: Dell EMC, HPE, IBM, and Lenovo
- ❖ Storage: Dell, QNAP, Synology, Buffalo
- ❖ Networking: Dell, SonicWall, FortiGate
- ❖ Antispam solutions: SonicWall, Cisco SMP
- ❖ Antimalware solutions: Cisco Umbrella (OpenDNS)

**Google**, Warsaw, Poland  
*Data Center Engineer II*

04/2020-08/2020

Building two new Data Centers, installing new hardware and network, and testing the installed infrastructure.

- ❖ Implement, maintain, and support current and new data center infrastructure.
- ❖ Testing and troubleshooting of new components and the design of server infrastructure.
- ❖ Deploy, configure, and troubleshoot server operating systems.
- ❖ Systems troubleshooting, problem identification, and bug notification.
- ❖ Structured cabling (fiber optic and copper), testing EXFO BERT
- ❖ Hardware: Dell servers. Network devices: Cisco and Juniper

**innogy Polska - E.ON Group**, Warsaw, Poland  
*IT Project Coordinator, Workplace Delivery Specialist, ITSM*

04/2019-03/2020

Managed all aspects of the Workspace and coordinated various projects.

- ❖ IT Project Coordinator (Agile Project Management, PRINCE2, PMBOK)
- ❖ Project Coordinator/Technical Adviser: Desktop and VDI migration from Windows 7 to Windows 10 ~2000 computers, prepare a golden image for Desktop/Laptop and VDI infrastructure.
- ❖ Workplace (Solution Manager, infrastructure, Hardware/Software Technical Adviser)
- ❖ Prepare PoC before implementation (Hardware, Application, New IT solutions)
- ❖ Release Mgmt. committee (Operating systems updates and software patching, new version release)
- ❖ ITIL
- ❖ ITSM (ServiceNow)
- ❖ Life cycle management
- ❖ Service Owner (Workplace, Printing)
- ❖ Application administrator (PoC, implementation, updates, Backup and Disaster Recovery management) (Technologies Windows 10, Windows Server 2012/2016, MS SQL 2012/2016)

**eService Sp. z o.o. EVO Payments International**, Warsaw, Poland  
*Senior Desktop Engineer*

07/2015-03/2019

Solve daily problems involving computer hardware and software for employees and the computer infrastructure.

- ❖ IT Project Coordinator

- ❖ Upgrade/install new computer hardware and implement network infrastructure.
- ❖ Implementation, maintenance and support of new data center infrastructure.
- ❖ Installation of new servers and OS installation Windows Server 2008/2012
- ❖ Manage a large desktop infrastructure on more than 1200 computers and laptops.
- ❖ Active directory management, PowerShell scripting
- ❖ Apply and manage security standards in the company.
- ❖ Provide support for international employees
- ❖ Manager of new hardware purchases (cooperation with DELL and LENOVO), involvement with DELL server hardware purchases and license purchases (responsible for 2018 budget of ~ 400 000 CAD).
- ❖ Manager of hardware warehouse inventory (desktops, laptops, etc.)
- ❖ Printing service administrator (PaperCut software, Konica-Minolta Hardware)
- ❖ Management of company computers through SCCM (~ 1000 computers)
- ❖ Provide support and administration of Microsoft Exchange
- ❖ Desktop migration project from Windows 7 to Windows 10
- ❖ Servers and application backup, and disaster recovery
- ❖ Administration of company MDM through VMware AirWatch and IBM MASS 360
- ❖ Administration of a virtual environment for developers hosted on Microsoft Hyper-V
- ❖ Provide support for remote applications via Citrix 6.5 and Microsoft RDS infrastructure.
- ❖ Build a backup data center. Server hardware, storage, and networking.
- ❖ Antivirus and DLP management: McAfee security suite, Symantec Endpoint Protection
- ❖ ITSM (ServiceDesk Plus)
- ❖ IT Infrastructure Monitoring by Zabbix and SolarWinds

More details of my previous work experience are available on my [LinkedIn](#) profile.

### **Education, Certificates and technical skills**

Certifications & Education:

- ❖ ITIL Foundation Certification | AXELOS
- ❖ Azure Solutions Architect Expert (AZ-305) | Microsoft
- ❖ Citrix Certified Associate - Virtualization (CCA-V)
- ❖ CCNA, CCNA Security (2011-2016) | Cisco
- ❖ Diploma, Technical College of Wroclaw | Faculty of Science & Electronics (IT-Related Discipline)

Technical Skills:

- ❖ Infrastructure: Windows Server (2008–2022), Active Directory, Azure IaaS, Nutanix, VMware, Hyper-V
- ❖ Networking/Storage: Dell EMC, Brocade Fibre, DFS, NTFS, Azure Blob/NetApp
- ❖ Tools: ITSM (ServiceNow, Ivanti, ConnectWise), SCCM, Intune, Veeam, SolarWinds
- ❖ PowerShell scripting and automatyzation tools.
- ❖ Compliance: PCI DSS, HIPAA, CIS Benchmarks