Robert Smith

Virtualization Engineer

CONTACT DETAILS

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PERSONAL STATEMENT

In-depth working knowledge of Data Center virtualization and Cloud infrastructure. Background of Consul-tation, advisement, design and deployments of highly available Virtual infrastructure. Responsible for the Pre and Post Design phases, documentation and Design of related project environments, involving Data Center and Remote/Field sites.

WORK EXPERIENCE

Virtualization Engineer

ABC Corporation - October 2012 – March 2014

Responsibilities:

- Monitored and resolution of Tickets and Project support for 1000+ Clients and 400+ DoD/Federal partners Acted as L2/L3 for Escalations Managed and maintained small internal environment of 20+ servers, VMware , Citrix Troubleshoot/Resolve issues impacting client environment Acted as technology SME for Citrix/VMware Collected diagnostic data, escalated to Vendor or Senior teams where needed and provided recommenda-tions based on assessment.
- Executed and coordinated any changes within client environment Part of on-call rotation and emergency escalation Maintenance, patching and upgrades of internal corporate servers Researched and suggested new technologies that could help our customers.
- Piloted and implemented those technologies and provided presentations and demo sessions Tasked with Research of new products to add into our current pool of expertise Volunteered to attend technology conferences which strengthen my understanding of cutting edge Cit-rix/VMware products Involved with Project deployments of VMware, UCS and Citrix at Data Center locations for client Administration, Monitoring and response to alerts from client remote sites.
- Provided reports and consulting to client POC exercising excellent Verbal and Written communication.
- - Restoration of entire client environment due to failed patching, which led to corrupted database of over 500 + VDI Desk-tops before next shift began - Restored Failed Citrix Metaframe environment for HMS which prevented access to corporate Inventory and Sales apps.
- Mi-grated them to New Web interface, and updated Netsclaer configuration to point to new XenApp environment.
- Helped copy configs of failed App servers to new servers so that existing applications would launch without painful and disruptive re-installation.

Virtualization Engineer

Delta Corporation - 2011 – 2012

Responsibilities:

- Designed, developed, tested and implemented business continuity plan that resulted in minimizing business risk to the organization.
- Secured the enterprise utilizing Active Directory, Server 2003, Citrix,

SKILLS

Vmware, UCS, Data Center Virtualization, Windows.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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and Microsoft Terminal Services to provide critical business application .

- Collaborated with vendors Microsoft, Citrix, HP, and Symantec to optimize functionality.
- Perform technical customer service for end customers and reselling partners Provision and support Citrix XenApp 4.5, 5.0, 6.5 and Citrix XenServer 5.
- Troubleshoot network, infrastructure and application performance issues.
- Manage and support firewall rules, SAN Dell EqualLogic, Blade servers, Data center Perform systems maintenance, and trouble shooting, traffic and .
- Implementation and management of Citrix Presentation Server 4.5, Citrix EdgeSight, Citrix XenApp 6.5 and, recently, Citrix XenDesktop / XenApp 7.6 .

Education

MS

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