**ARUN**



**ARUN.357132@2freemail.com**

**Personal Details**

Gender: **Male**

Nationality: **Indian**

Marital Status: **Married**

Date of Birth: **25th Jun 1983**

**Escalation Engineer | Active Directory & Citrix Specialist | Solutions Architect | z` Consultant**

Industry recognized Active Directory and Citrix expert with diverse global background seeks challenging opportunities to utilize the knowledge and experience for career furtherance

**PROFESSIONAL SUMMARY**

* A tech-savvy IT Professional offering **over a decade** of prominencein managing teams specializing in IT Systems Administration with sound exposure to Microsoft Active Directory, Windows Server, and Citrix Xenapp & XenDesktop infrastructure
* Currently associated with **Citrix R&D India** **Limited** as an **Escalation Engineer** in providing technical support (escalated from Tier 3) for its premier customers across the globe
* Advanced understanding of technologies like Citrix XenDesktop 7x, Citrix Storefront, Citrix Desktop Director, Citrix Receiver, XenApp, and Provisioning Services
* Subject Matter Expert (SME) & Technical Lead in AD simplification Programme at CapGemini possessing strong background in designing and execution of varied Active Directory implementations and simplifications/migrations for an array of clients
* Enterprise administrator for an elite client of Hewlett-Packard Globalsoft Limited India
* In-depth knowledge of components like DNS, DHCP, FRS, DFS, DFSR, Authentication, Group Policies, TCP/IP, and Virtualization
* Sound understanding of ADFS and PKI coupled with operational knowledge of Microsoft Azure
* Lead an elite business development meet in Sweden for a global Active Directory migration project
* Critical thinker & problem solver with ability to handle complex troubleshooting, providing varied support, and improving the IT infrastructure
* Mentor colleagues in area related to administration of IT infrastructure systems
* Conducted successful triages & trainings in Citrix, Capgemini & HP that lead to positive career growth of fellow colleagues

**ACADEMIC DOSSIER**

* Masters of Science in Computers - Kurukshetra University, India (2006)
* Post Graduate Diploma in Computer Application - Kurukshetra University India (2004)
* Bachelor of Science in Internet Sciences - Kurukshetra University, India (2003)

**TRAININGS & CERTIFICATIONS**

* Trained as **Kepner Tregoe Contributor**

**LINGUISTICS**

* Fluent in English

**TECHNICAL EXPERTISE**

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| --- | --- | --- |
| **CITRIX XENDESKTOP & XENAPP PRODUCT LINES** | **WINDOWS 2008/2008 R2 SERVER & Active Directory 2003, 2008, 2008 R2 & SERVER 2012 R2** | **Wintel – Windows 2000/2003/2003 R2/2008/2008 R2/Server 2012 R2** |
| * XenDesktop & XenApp 7x Management, Architecture and Design
* Citrix Storefront & Citrix Receiver in-depth knowledge
* Administration of Enterprise using Citrix Monitoring Tool – Citrix Desktop Director
* Knowledge on XenServer administration
* Working know how on Citrix Provisioning Services
* Handling XenDesktop issues escalated by the Front Line teams, analyzing the root cause of the issues and provide a resolution within the timelines
* Deep understanding on components like Machine Creation Service & Personal vDisks
* Understanding of Citrix User Profile Management
* In-depth know how on Citrix Group Policy Framework
* Working on critical severity issues where the business demands immediate remedy to the issues that are hampering the operations.
* Writing technical articles on new reported problems and their solutions.
 | * Designing, consolidation, migration of multiple domains under single/multiple forests
* Designing and managing Group policy infrastructure, OU structure, Password and security policies for large environments
* Deploying Windows Read Only Domain Controllers (RODC) for Branch Sites
* Installing and managing Windows Server Core
* Read Only DNS, AD/FRS Replication, NTLM/Kerberos
* Configuring Fine Grain Password Policies (FGPP) and Filtered Attribute Sets (FAS)
* Sysvol Migration (DFSRMIG)
* AD Migration with ADMT 32
* Windows PowerShell
* Microsoft Virtual PC, XenServer, Sun Virtual Box and Hyper-v Virtualizations
* Troubleshooting Group Policies related problems
* Configuring Offline Caching, Folder Redirection
* File Replication Service (FRS), DFS and DFSR components
* Domain join and Domain renaming
* Building and Managing Trust Relationships
* Troubleshooting Windows Time related issues
* Account Lockouts & Configuring Password Policies
* Authoritative and Non-Authoritative Restores
* Analyzing Windows Log files for all AD components
* Fixing Network related issue like slow Logon, slow Replication and other communication issues
 | * Server Performance Issues like Server Hang, Memory Leaks, Server crash debug analysis with WINDBG, Process Monitor, Process Explorer and Sysinternal’s tools
* Configuring NTBackup / WBADMIN and Restores
* Boot related issues, Upgrades and other installs
* Operating System Upgrade and Activations
* Managing Updates patches and Hotfixes
* DHCP (Dynamic Host Configuration Protocol)
* Installing, Managing and Troubleshooting Hardware Devices and Drivers
* Installations, Repair and Operating System Recovery
* Troubleshooting Internet Explorer related issues
* Configuring Network and Internet Connections
* Configuring and Managing User Profiles
* Windows Updates and Security Updates
* Troubleshooting Windows based Services (Unexpected Crash, Hang, Restart
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**CAREER PROGRESSION**

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| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Citrix R&D India Limited | Escalation Engineer | Jun 2014 - Till Date |
| CapGemini, India | Senior Consultant P4 | Jul 2012 – Jun 2014 |
| Hewlett Packard Global Soft Limited, India | Service Delivery Consultant III-b | Nov 2010 – Jul 2012 |
| Zenith Infotech Limited, India | Server Engineer L3 | Dec 2009 – Nov 2010 |
| Convergys India Private Limited, India | Senior Support Engineer | Sept 2006 – Dec 2009 |

As an **Escalation Engineer**

**Tools Familiar with:**

* Salesforce
* Baregrep
* CDF Control, CDF Monitor, WindowHistory, MessageHistory, DebubView
* Procmon, PerfMon, WinDBG
* Wireshark, NetMon
* In-depth problem analysis of Citrix products and their integration into enterprise-wide mixed environments like: XenDesktop, XenApp, Storefront, Receiver & Provisioning Services
* Working on escalated XD issues to get them to resolution
* Understanding the exact issues of the customers and relating that to the symptoms in hand and data to get to a resolution
* Working with the Sustained Engineering team for implementing RFE’s or Bug fixes on XenDesktop and XenApp products
* Mentoring and coaching new hires for ramping them up under Citrix Umbrella
* Delivering Technical trainings to the global teams and performing Case Studies for the team’s development
* Working with the Global teams and brainstorming on Severity 1 issues for delivering faster resolutions

As a **Senior Consultant P4 - Delivering in capacity of SME and Technical Lead of AD simplification project**

* Planned migration tasks and got them executed
* Dealt with day to day escalations that aroused and resolved them
* Ensured continuous improvements technically in project work strategies
* Recognized client requirements and made changes in processes of the project operations to accommodate the same
* Client face of CapGemini ensured that client’s technical needs/concerns/queries are addressed
* Supported client with the technical solutions as per requirements
* Ensured that the solutions provided are rigorously tested before delivering them so the production of the client is not hampered
* Coordinated with Management and Project coordinators for resource management, capacity planning and scheduling
* Single point of contact for the entire team for any technical queries or concerns
* Understood the challenges of the team with their daily operational task and provided them with a solution to ensure smooth on-going of project
* Planned for triages/tech talks to enhance learning curve of the team

As a **Service Delivery Consultant III-b**

* **Incident Management:** Operated on any escalated incidents reported by the level II team and got to the root cause of the issue and resolved it
* **Change Management:** Laid down strategies to solve different situation by making environmental changes. Thereafter implemented that change flawlessly within the agreed timeline
* **Problem Management:** Identified any issues which were actually becoming a problem in the smooth delivery of operations. Then laid down action plans to get to the cause of that problem and resolved it. Made sure that the problem management is 100% effective and problem is cured
* Communicated with Corporate Customers via remote Support, telephone, written correspondence, and electronic service
* Responsible for efficiently managing relationships with the customers and thoroughly documenting the cases
* Participated in case triage meetings to share knowledge with other engineers and develop efficient customer solutions
* Delivered "in depth" technical training from time to time
* Handled all the GPO related operations in the entire forest. I was given the responsibility of an Enterprise Administrator
* **Project Resource:** As a member of Projects team, was responsible for working independently as also with a team on any assigned project and made sure that it met the timelines and had no flaws in execution. As a responsible resource, from time to time I also shared any helpful information with my fellow colleagues

As a **Server Engineer L3**

* Troubleshooting and fixing Server issues for Small to Medium Sized Firms based in US and UK which includes Active Directory, DNS, Performance, Backup and Recovery, Bare Metal Restore, Virtualization
* Management of Tickets created in Ticket Management Portal, SAAZ NOC
* Efficiently handled and Updated Tickets and Tasks escalated by Level 1 and Level 2 Monitoring Teams, troubleshoot and respond back to Medium Scale Partners (MSP’s) before the schedule expired
* Communicated with the MSP’s through Emails and Phone as and when required
* Responsible for updating the MSP’s about Problem Definition and severity, delivering the best course of action to the MSP’s in order to resolve the issues timely, seeking their permissions to make changes on the Servers thereby fixing the issues
* Consistently shared best practices with team members. Act as technical resource for broad and complex issues. Ability to develop and deliver "in depth" technical training to other engineers
* Interacted with the other Support Engineers for Backup and Disaster Recovery Issues

As a **Senior Support Engineer**

* Being a member of the Directory Services team, I was responsible to troubleshoot any issues with the Active Directory and related technologies like DNS, FRS, and DFS etc.
* All responsibilities included communication with Corporate Customers via telephone and, written correspondence
* Responsible for efficiently managing the relationship with these customers and thoroughly documenting their cases
* Participated in case triage meetings to share knowledge with other engineers and develop efficient customer solutions
* Consistently share best practices with team members
* Assisted in writing complex technical articles and sample programs for knowledge base

**NOTABLE AWARDS**

* Received the **Spot Award** for exhibiting excellence in the KCS project at **Citrix R&D India Limited**
* Bagged the **Dutch IM Award** in Nov 2013, which was received as an appreciation for implementing various improvements with respect to technical or service delivery process, which in turn resulted into cost/efforts reduction at **Capgemini**
* Nominated as **Monthly Champ** in CVG with maximum number of positive customer surveys

**INTERNATIONAL EXPOSURE**

* Working with Citrix’s enterprise customers around the globe

**REFERENCES AVAILABLE UPON REQUEST**