

Raghu

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| **Career Objective:** |

To be professionally associated with esteemed organization with an objective to accept the challenges in Virtualization Technology field and utilize my knowledge more meaningfully in the sphere of IT field, Towards the goals of the organization and to learn new technologies related to Virtualization coming in corporate sector

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| **Experience Summary:** |

8 years of Experience in implementation & troubleshooting of **XenApp5.0,6.0 and 6.5** and **Presentation server 4.5, Xendesktop 7.6 ,7.15 and 7.19** includes Installing, Configuring, Managing, Maintaining and Troubleshooting Citrix XenApp Servers, Web Interface, Storefront, Provisioning server .

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| **Professional Summary:** |

* Working as Citrix virtualization service Engineer at **Hewlett Packard Enterprise** from May 2014 to July 2018.
* Working as Citrix administrator at **Wipro** from July 2018 to February 2021.
* Working as Infrastructure specialist at **Cognizant** from February2021 to january2023

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| **Technical Skills:** |

* Citrix products : XenApp 5.0,6.0,6.5/PS4.5, XenDesktop7.0/7.6/7.12/7.15
* Operating Systems : Windows Server 2003,2008,2008R2,2016,2019
* Virtualization : Vmware 5.5,6.5,6.7

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| **Educational Qualification:** |

* B.Tech from JNTUA University.

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| **Certifications**  |

* Citrix Certified Associate -Virtualization (CCA-V)
* Citrix Certified Associate -Virtualization (CCP-V)

**Work Experience:**

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| **Cognizant February2021 - Till Date** |

**Designation: Infra technology specialist**

**Project Name: ERIKS**

**Summary:**

ERIKS Corporation provides mechanical engineering components and it is a specialized industrial service provider that offer a wide range of technical products. The Company offers application support, design development, testing, and logistics services, as well as cylindrical and spherical roller bearings, backup and square rings, gaskets, precision hardened balls, and related products.

* Providing L2&L3 Admin support in Citrix. Global remote location support to customers across the Global (AMER,EMEA)during Business hours.
* Hands on experience on implementation experience in VDI and Citrix XenDesktop.
* Creating Master Images for pooled and dedicated catalogs.
* Creating and updating vDisks monthly.
* Creating and Managing Device Collections in PVS
* Installing and Configuring **PVS server.**
* Creating New V**Disk** in PVS console.
* Installing Windows updates and application updates monthly as part of monthly patching activity.
* Worked on change management and Creating changes as per customer requirement and represent in CAB meetings for getting necessary approvals.
* Worked on Service now ticketing tools as per ITIL process.
* Installing and configuring **DDC** server.
* Creating VDI’s as per client requirement.
* Worked on user Outlook, OneDrive and printer related issues.
* Worked on Enable and disable in cluster level in vCenter
* Worked on ILO, Omnistack and ESXI upgradation.
* Worked on Vcenter Appliance upgradation activities
* Taking snapshots of the machines during the change scheduled activity.
* Worked with Vendor (HPE,VMWARE,Citrix and Microsoft)
* Worked on problem tickets and created RCA documents.
* Generating the reports by using Citrix Director
* Provided support for performance issues, slowness issue and connectivity issue.

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| **Wipro July2018 – FEB2021** |

**Designation: Senior Administrator**

**Project Name: State Street Bank**

**Summary: State Street is a leading service provider of financial services to institutional investors worldwide and we are Supporting 45000+ VDI’s globally** (AMER, EMEA and APAC)**.**

**ROLES & RESPONSIBILITIES:**

* Providing L2 Admin support in Citrix. Global remote location support to customers across the Global (AMER,EMEA and APAC)during Business hours.
* Supporting 20000+ users in current environment.
* Hands on experience on implementation experience in VDI and Citrix XenDesktop.
* Creating Master Images for pooled and dedicated catalogs.
* Creating and updating vDisks monthly.
* Creating and Managing Device Collections in PVS.
* Installing and Configuring **Storefront,** Creating and configuring **websites** and **Server sites**.
* Installing and Configuring **PVS server.**
* Creating New V**Disk** in PVS console.
* Installing Windows updates and application updates monthly as part of monthly patching activity.
* Worked on change management and Creating changes as per customer requirement and represent in TAB, CAB meetings for getting necessary approvals.
* Worked on Service now ticketing tools as per ITIL process.
* Installing and configuring **DDC** server.
* Creating VDI’s as per client requirement.
* Reclaiming user VDI’s as per the requirement.
* Installing PVS agent and VDA agent as part of migration activity from7.12 to 7.15.
* Installing VMware tools on Vdisks.
* Creating VDI’s as per the client requirement and reclaiming old VDI’s.
* Working on VDI related issues,(Unregistered, Powerstate Unknown, VDI launch & etc) daily.
* Performing orphan disk cleanup monthly.
* Performing infra server’s health check daily.
* Provided support for performance issue, login issues and connectivity issue on Citrix.
* Experience on **Director**.
* Experience on **Stratusphere** monitoring tool
* Attending Weekly calls with Customer.
* VDI drive space cleanup activity.

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| **Hewlett Packard Enterprise Pvt Ltd May2014 – July2018** |

**Designation: ITO Global Consultant**

**Project Name: Shared Project**

**Summary: supported multiple clients and supported different versions of XenApp environments and Xendesktop7.6**

**Roles & Responsibilities:**

* Providing Citrix Admin support in Citrix. Global remote location support to customers across the Global Business hours.
* Working on VDI related issues daily.
* Creating and updating vDisks monthly as per the patching activity.
* Creating and Managing Device Collections in PVS.
* Performing infra server’s health check daily.
* Provided support for performance issue, login issues and connectivity issue on Citrix.
* Troubleshooting issues related to Citrix farms, application publishing and ICA client’s end user related.
* Installed applications manually on the Citrix test servers.
* Documenting the applications installation instructions while testing the applications on Citrix test server.
* Provided support for the application issues on the production Citrix servers.
* Worked on change management and Creating changes as per customer requirement and represent in TAB, CAB meetings for getting necessary approvals.
* Worked on HPSM ticketing tool as per ITIL process.
* Published the applications on test Citrix farm XenApp 6.5.
* After validation published the application on production Citrix servers.
* Configuring keep-alive settings and session reliability.
* Handling of Citrix farm creation, zone creation, Citrix server installation and managing of Citrix servers.
* Publishing Application as per client’s requirement and Assign, modifying application access to the users.
* Load managing the XenApp Servers using Load Evaluators.
* Assigning /revoking user permission on the applications and VDI.
* Troubleshooting IMA service failing issues.
* Monitoring, managing and reporting daily, weekly and monthly server status.
* Troubleshooting of Citrix servers and user related issues.
* Manage Citrix Licensing and Citrix Web Interface Servers.
* Keeping Citrix servers up to date by installing latest hotfixes.
* Experience in working and troubleshooting Connectivity issues in Citrix.
* Focus on internal and customer SLA.

**DECLARATION:**

I hereby declare that above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Raghunatha Reddy

 Date: