

PROFILE

I'm a freelance Citrix and Microsoft consultant with more than 10 years of commercial experience, specialising in the design, commissioning, management and support of complex, multi-stranded, IT infrastructure projects.

As a project orientated and fully certified Citrix Expert (CCE-V), I have designed and delivered over 30 solutions to the private and public sectors. With extensive XenApp, XenDesktop and NetScaler knowledge I have deployed in excess of 6000 concurrent seats of Citrix technology while predominantly holding sole technical responsibility.

INDUSTRY CERTIFICATIONS

- Citrix Certified Expert – Virtualization (CCE-V), *XenDesktop 7* January 2014
- Citrix Certified Professional – Virtualization (CCP-V), *XenDesktop 7* January 2014
- Citrix Certified Associate – Virtualization (CCA-V), *XenDesktop 7* January 2014
- Citrix Certified Professional – Networking (CCP-N), *NetScaler 10* December 2014
- Citrix Certified Associate – Networking (CCA-N), *NetScaler 10* November 2014
- Citrix Certified Professional – Mobility (CCP-M), *XenMobile* May 2014
- Citrix Certified Administrator (CCA), *XenApp 6* January 2012

TECHNICAL SKILLS SUMMARY

- **Administration:** Business Communication, Project Coordination, SLA / KPI Monitoring and Reporting
- **Network Products:** Microsoft Active Directory, Microsoft DNS, Microsoft DHCP, Microsoft Group Policy, Citrix XenApp, Citrix Presentation Server, Citrix MetaFrame, Citrix XenDesktop, Citrix Provisioning Services (PVS), Citrix Web Interface, Citrix Secure Gateway (CSG), Citrix StoreFront, Microsoft SQL Server
- **Operating Systems / Virtualisation:** Microsoft Windows Server 2003 – 2012 R2, Microsoft Windows XP – 8.1, Citrix XenServer 5.6 – 6.2, VMware vSphere 4 – 5.5 (ESXi)
- **Client Management:** Symantec Altiris, HP Device Manager, Wyse Device Manager, MS SCCM, AppSense
- **Infrastructure:** Switching, Routing, Firewalls, Proxies, Citrix NetScaler ADC, Citrix Access Gateway (CAG)
- **Technical:** Consultancy and Design, Systems Architecture, Server Deployment, Desktop Deployment
- **Programming / Scripting:** PowerShell, VBScript, C#, Batch, PHP, JavaScript

RECENT PROJECT HIGHLIGHTS

Principal Citrix Consultant

D Herman Consulting Ltd

March 2014 - Present

Wolverhampton, West Midlands

English Heritage / Historic England, Swindon

(Capita Secure Information Systems)

- Citrix Technical Architect parachuted in to take over and lead, validate and finalise the Citrix delivery of a large multi-stream transformation programme to migrate the estate from Windows XP.
- Hosted client workshops and design meetings to capture and finalise client requirements while providing best practice recommendations and consultancy.
- Lead the design and build of a highly available NetScaler MPX 5550 solution to provide secure remote access and Bring Your Own Desktop (BYOD) functionality for the entire estate, plus additional full SSL VPN capability for 300 users.
- Utilised SCCM, App-V and AppSense to streamline and standardise a multi-farm Citrix build and user experience, providing a rapid and automated expansion procedure.
- Provided Thin Client and Published Application capability to dozens of national heritage sites and remote offices allowing for a wide range of use cases, remote connectivity and user requirements.

Tokio Marine Kiln, London

(For Dimension Data via Platform Consultancy)

- Senior Citrix Consultant providing oversight for a multinational integration project to merge two insurance firms and their IT, including a wholesale move to a Virtual Desktop Infrastructure (VDI) for all 1000+ users.
- Conducted an in-depth, low level technical analysis and assessment of the incumbent Citrix estate culminating in 50 formal recommendations in line with industry best practices.
- Produced a roadmap designing and detailing the move to an expanded environment in readiness for a large influx of users along with an updated, SCCM driven, desktop build process.
- Designed and implemented an enterprise grade NetScaler solution consisting of four MPX 8005 units in HA pairs. These provided load balancing, reverse proxy, remote access and content switching for services including XenDesktop, XenApp, Lync, Exchange and a range of bespoke Line of Business applications.

RECENT PROJECT HIGHLIGHTS (CONTINUED)

CAD Redirect

- Designed, developed and commercially released an application to improve the user experience on Windows based Thin Client devices by enhancing keyboard capture and redirection.
- Awarded "Citrix Ready" status after testing and approval by Citrix, plus placement on their website.
- Featured on the official Citrix Blog and currently in use on over 1500 workstations.

BT Engage, Chesterfield

(For Platform Consultancy)

- Lead Consultant responsible for the delivery of a specialist, and highly scalable, out-of-band management platform in support of a rapidly growing flagship Infrastructure-as-a-Service (IaaS) solution.
- Implemented an active-active, geographically divided, datacentre design with XenDesktop 7.1.
- Utilised F5 BIG-IP appliances to provide multi-option two factor authenticated access to the environment.

Royal Air Force Benevolent Fund, London

(For Calyx via Platform Consultancy)

- Lead consultant responsible for the design and delivery of a live vSphere 5.5 infrastructure upgrade, including host consolidation and a full vCenter rebuild and database migration.
- Designed and deployed a virtual XenApp farm to provide a unified platform for the entire business.

The Vernon Building Society, Stockport

(For Phoenix IT)

- Delivered the Citrix components for a highly available XenDesktop 7.1 implementation and DR site, using Machine Creation Services on Hyper-V, for a six branch building society and its headquarters.
- Developed a lite-touch deployment process to convert legacy fat clients into thin clients, reducing deployment time by one week.

PREVIOUS WORK EXPERIENCE

Technical Consultant

April 2011 – March 2014

Novus Group Ltd

Macclesfield, Cheshire

- Designed, built and delivered 24 enterprise class solutions as the Lead Consultant, with sole responsibility for technical implementation.
- Designed, built, supported and maintained multi-vendor solutions such as full infrastructure builds and large thin client deployments using Citrix, Microsoft, and VMware technologies.
- Managed the deployment and support of a 1300-user school network by designing, installing, and configuring a system of 20 physical and 60 virtual servers, including a vSphere Cluster, a P4000 SAN, a 300-seat XenApp deployment and a 60-seat XenDesktop proof-of-concept, while coordinating with eight third party vendors.
- Designed and deployed 2800 XenApp 4.5 (Presentation Server), 5 and 6.5 seats, as well as 1900 XenDesktop 5.5, 5.6, 7 and Citrix VDI-in-a-Box seats.
- Built, commissioned, implemented, and managed HP hardware that included switches, rack-mount servers, C3000 & C7000 chassis with Flex-10 networking, blades, and P2000 & P4000 SANs.
- Deployed remote access solutions using Citrix Web Interface, Citrix StoreFront, Citrix Secure Gateway, Citrix Access Gateway and Citrix NetScaler.
- Developed and deployed a bespoke C# application to 3000 machines that locked down Windows based Thin Client terminals and reduced costs while unifying interfaces and minimising support calls.

Technical Account Manager

June 2008 – April 2011

RM plc

Netherton, West Midlands

- Managed a portfolio of 20 managed service schools and education sites with up to 1200 users each for a large educational IT services provider.
- Managed 3rd Line technical and non-technical escalated on-site issues to ensure compliance with Key Performance Indicators (KPIs) and Service Level Agreements (SLA's).

Lead Technical Consultant (Temporary Secondment)

June 2010 – September 2010

RM plc

Haringey, London

- Managed the technical deployment of an enterprise class 1200-user network for a Building Schools for the Future (BSF) project in inner city London worth millions of pounds.
- Lead a five-member deployment team rolling out hundreds of workstations, laptops, peripherals and VoIP phones before performing detailed testing prior to client handover.