

PROFILE

I'm a freelance Citrix, Microsoft and virtualisation consultant with 13 years of commercial experience, specialising in the design, commissioning, management and support of complex, multi-stranded, IT infrastructure projects.

As a project orientated and 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 more than 7000 concurrent seats of Citrix technology while predominantly holding sole or senior technical responsibility.

I have also developed and commercially released an application to improve the end user experience by enhancing keyboard capture and redirection. This was awarded Citrix Ready status and is in use on over 4000 endpoints worldwide including a FTSE100 organisation and several household names.

INDUSTRY CERTIFICATIONS

- Citrix Certified Expert – Virtualization (CCE-V), *XenDesktop 7 / XenDesktop 7.6* January 2014 / January 2017
- 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 Administrator (CCA), *XenApp 6* January 2012

TECHNICAL SKILLS SUMMARY

- **Project:** Consultancy and Design, Architecture, High and Low-Level Designs, Project Coordination
- **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 – 2016, Microsoft Windows XP – 10, Citrix XenServer 5.6 – 6.2, VMware vSphere 4 – 6.5 (ESXi), Hyper-V 2008 – 2016
- **Client Management:** Ivanti AppSense / DesktopNow, Symantec Altiris, HP Device Manager, Wyse Device Manager, Microsoft System Centre Configuration Manager (SCCM)
- **Infrastructure:** Switching, Routing, Firewalls, Proxies, Citrix NetScaler ADC, Citrix Access Gateway (CAG)
- **Programming / Scripting:** PowerShell, VBScript, C#, Batch, PHP, JavaScript

RECENT PROJECT HIGHLIGHTS

Interim Citrix SME

February 2017 – January 2018

Hermes Investment Management, London

- Citrix Consultant initially engaged to provide specialist expertise and support to the local Infrastructure Team throughout a data centre migration project, prior to becoming the Interim Subject Matter Expert during recruitment to replace the outgoing Citrix SME. Responsible for 500 users in a complete Citrix environment.
- Presented and initiated a detailed mid-term Citrix management roadmap, consisting primarily of a transformation project to modernise the entire virtual estate including upgrades of Citrix XenDesktop, AppSense, Microsoft Office and Microsoft Windows. Additionally, outlined architectural plans to give the business the option of providing additional geo-located services to branch offices and worldwide remote workers.
- Developed and managed a Citrix upgrade project to move from XenApp 6.5 and XenDesktop 7.6 to XenDesktop 7.15 LTSR (Including Provisioning Services and StoreFront) and from AppSense 8.6 to Ivanti DesktopNow 10 FR3.
- Designed, built and deployed and a Windows 10 and Office 365 Proof of Concept in readiness for a user facing pilot and introduction into service.
- Increased utilisation of AppSense Environment Manager and AppSense Profile Management to ensure a consistent, stable and supportable experience for the users on both Virtual Desktops and Published Applications, dramatically reducing service desk calls and BAU support overhead allowing Hermes to reduce their desktop support team headcount.
- Lead the discovery and migration of over 100 applications from the legacy Citrix XenApp 6.5 Farm to the new Citrix XenDesktop 7.x environment.
- Deployed NetScaler Global Services Load Balancing to provide full multi-site redundancy for Citrix XenApp, XenDesktop, Enterprise Mobile Management and several key Line of Business applications.

Gazprom Marketing & Trading, London (on behalf of Dimension Data)

- Citrix Architect responsible for the design and technical delivery of a new XenApp 7 based application delivery environment for the clients primary, mission critical, market trading application.
- Lead in-depth workshops to determine client requirements and discuss the options available in order to provide a manageable and resilient environment which can be expanded and extended on-demand as required.
- Finalised the design and presented a formal High Level and Low Level Design capturing my proposal for a fully redundant, multi-site XenApp 7 infrastructure supported by Citrix Provisioning Services and Citrix NetScaler.
- Deployed the agreed design, consisting of two independent active-active XenApp sites based on Hyper-V with Global Services Load Balancing to provide a unified and seamless experience for users, regardless of location.

West Ham United Football Club, London (on behalf of RICOH)

- Citrix Architect responsible for the design and technical delivery of a new Virtual Desktop Infrastructure, Hosted Application platform and ShareFile deployment for use by all staff across multiple geographic sites.
- Working as part of a larger migration project I liaised closely with other technology leads to build a new, greenfield infrastructure to allow a complete desktop to Thin Client migration as part of the West Ham FC move to the Olympic Stadium.
- Deployed a highly available Citrix Workspace Cloud solution, built on Hyper-V, Windows 10 and Windows Server 2012 R2 utilising Machine Creation Services using both desktop and server based computing roles.

Yodel, Liverpool

- Principal Consultant engaged to conduct an in depth Strategic Review to assist the business in developing a roadmap for driving forwards their Citrix estate.
- Presented the resulting low level Architecture Assessment, Health Check and Capacity Analysis to a technical and project management steering board. These formalised my short to long term recommendations for the Citrix estate and provided a clear strategy for the business decision makers and internal IT teams.
- Implemented architectural changes to extend the lifespan of the existing infrastructure, including increased performance, additional monitoring, improved supportability and the resolution of several ongoing issues.

Citrix Technical Architect

January 2015 – July 2015

Capita Secure Information Systems Ltd

English Heritage / Historic England, Swindon

- 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 entire estate from Windows XP.
- Hosted client workshops and design meetings to capture and finalise client requirements while providing best practice recommendations and low level 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 Hyper-V, 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.

Citrix Principal Consultant

April 2014 – December 2014

Platform Consultancy (since acquired by Comms-care Group Ltd)

Tokio Marine Kiln, London (On behalf of Dimension Data)

- 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.

BT Engage, Chesterfield

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

Royal Air Force Benevolent Fund, London (on behalf of Calyx Managed Services)

- 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 with no business downtime.
- Designed and deployed a virtual XenApp farm to provide a unified hosted desktop and hosted application environment for the entire business including remote sites.

PREVIOUS WORK EXPERIENCE

Citrix Consultant

April 2011 – March 2014

Novus Group Ltd

Macclesfield, Cheshire

- Built and delivered 25 enterprise class solutions for 20 nationwide business and educational customers as one of four Technical Consultants for a specialist provider of IT solutions and support.
- Delivered 24 projects 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.
- Deployed 1600 Virtual Desktops using Citrix Provisioning Services and Citrix XenServer, including multi-site, multi-chassis, and fully redundant installations.
- 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.
- Resolved escalated 3rd and 4th Line support tickets for 60 existing deployments.
- Wrote tools for both customers and internal use in PowerShell, VBS, C# and Windows Batch that included file migration, end-user network connectivity alerts, and granular shortcut deployment tools.

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 issues to ensure compliance with Key Performance Indicators (KPIs) and Service Level Agreements (SLA's).
- Approved final project delivery for a refresh of network hardware, software, servers, and operating systems supporting 2500 desktops by overseeing project business acceptance and user acceptance testing.
- Developed bespoke solutions for customers such as wireless networks, alternative devices, remote access, and unique network configurations.
- Performed cost analyses and future-proofed customer purchases to ensure a maximum equipment lifespan and higher per purchase sales totals.

Lead Technical Consultant (Temporary Secondment)

June 2010 – September 2010

RM plc

Haringey, London

- Managed the technical deployment of a 1200-user network for a Building Schools for the Future (BSF) project in inner city London worth millions of pounds.
- Deployed an enterprise class network, which included floodlit Cisco wireless solutions, Citrix XenApp, Cisco VoIP, cashless catering, and a School Information Management System.
- Ensured technical, timeline, and budgetary feasibility in coordination with the Project Manager, Solutions Architect, and third-party vendors and contractors.