

# CLIFF DAVIES

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A skilled Information Technology expert with a focus on Citrix virtualization technologies. Responsible for the design, engineering and administration of multiple Citrix initiatives including new implementations, migrations to newer versions and managing existing production environments. Excellent documentation, communication and knowledge transfer skills. Clear and concise technical documentation produced in a professional format.

## SKILLS

- Citrix Virtual Apps (XenApp) and Desktops (XenDesktop) including version 7.15 LTSR
- Citrix Provisioning Services and Machine Creation Services
- Citrix StoreFront and Web Interface
- Windows Server and Desktop operating Systems, including Windows 10 and Server 2016
- Active Directory, Networking, Group Policy
- Basic automation and scripting using Powershell/VBscript, etc.

## CERTIFICATIONS

### CITRIX

Citrix Certified Professional – Virtualization for XenApp and XenDesktop  
CCA for Citrix XenApp  
CCA for Citrix Provisioning Server  
CCA for Citrix Presentation Server  
CCSP for Desktop Virtualization  
CCSP for Server Virtualization  
CCSP for Application Virtualization

### MICROSOFT

MCSE – Microsoft Certified Systems Engineer (MCP # 1113779)  
MCP+I – Microsoft Certified Professional + Internet (MCP # 1113779)

### PROJECT MANAGEMENT

Certificate in IT Project Management from Rand Afrikaans University

### CISCO

CCDA – Cisco Certified Design Associate (Cisco ID # CSC010166171)  
CCNA – Cisco Certified Network Associate (Cisco ID # CSC010166171)

## EXPERIENCE

FEBRUARY 2017 TO CURRENT

### CITRIX ENGINEER AT CATERPILLAR, INC.



**Location:** San Diego, CA

**Duties:** Responsible for the design and implementation of a new XenApp 7.15 LTSR environment running on Server 2012 R2. Managed the successful migration of 3,000 users from the old XenApp 6.5 farm to the newly created XenApp 7.15 site. Built and configured multiple Citrix StoreFront 3.12 servers to replace the Web Interface 5.4 infrastructure. Worked with application owners to successfully install, configure, troubleshoot, test and then deploy over 200 applications onto 3 base images for PVS 7.15. Designed, installed and configured the new Citrix VDI environment using XenDesktop 7.13 which included PVS installation and configuration. Provided 24/7/365 support, administration and management of the production Citrix XenDesktop and XenApp environments.

**Scale:** 3,000 users, 200 servers

**Technologies:** XenApp 6.5, 7.15LTSR, XenDesktop 7.13, StoreFront 3.12, Web Interface 5.3, Active Directory, Group Policy

OCTOBER 2016 TO FEBRUARY 2017

### CITRIX ENGINEER AT CATHOLIC HEALTH INITIATIVES



**Location:** Denver, CO

**Duties:** As a key member of the Citrix Engineering team, I was responsible for the build and configuration of a new XenDesktop 7.x VDI image based on Windows 7. This was a pooled desktop using Provisioning Services for Catholic Health Initiatives hospitals located in Iowa. Other responsibilities included the configuration and deployment of Liquidware Labs ProfileUnity tool to manage the user profiles. During the transition to production, I also provided 3<sup>rd</sup> Level support and administration for any Citrix VDI issues.

**Scale:** 20,000 users, over 1,000 Citrix servers

**Technologies:** Citrix XenDesktop 7.6, Liquidware Labs ProfileUnity, StoreFront 3.x, Active Directory, Group Policy

MAY 2016 TO OCTOBER 2016

### CITRIX ENGINEER AT NATIONSTAR MORTGAGE



**Location:** Dallas, TX

**Duties:** Responsible for the engineering and implementation of the XenApp and XenDesktop 7.9 sites. Perform Level 3/4 troubleshooting to resolve Citrix-related issues and implement solutions to maintain the availability and performance of the Citrix environment.

**Scale:** 10,000 users, 250 Citrix servers

**Technologies:** Citrix XenApp 6.5 and 7.9, XenDesktop 7.6, StoreFront 3.0, Windows 7, AppSense, FSLogix, Active Directory, Group Policy

**JUNE 2011 TO MAY 2016**

**CITRIX ENGINEER AT IBM**



**Location:** San Diego, CA

**Duties:** Perform systems engineering functions for the Production Citrix XenApp environment for IBM's healthcare client (WellPoint). Responsibilities included the design and implementation of Production and Backup XenApp farms, troubleshooting issues and resolving these problems in a timely manner.

**Scale:** 10,000 users, 1500 Citrix servers

**Technologies:** Citrix XenApp 6.5 and 7.6, Web Interface 5.3, Active Directory, Group Policy

**MAY 2009 TO JUNE 2011**

**CITRIX ENGINEER AT WALGREENS**



**Location:** Lincolnshire, IL

**Duties:** Plan, install and deploy a VDI Proof of Concept (POC) environment to evaluate the benefits, performance and scalability of Windows XP hosted virtual desktops. Design, build and implement a high-performance, high-availability Citrix XenApp 5.0 environment to support the Business Process Outsourcing initiative. Design, build and deploy a production XenDesktop 4.0 environment for a departmental deployment of Windows XP hosted virtual desktops.

**Scale:** 5000 total users, 1000 concurrent, 90 Citrix Servers

**Technologies:** Citrix XenDesktop 4.0, XenServer 5.5, Provisioning Server 5.1, XenApp 5.0, Citrix Web Interface 5.3, Citrix Secure Gateway 3.1, NetScaler VPX 1000, Server 2008 x64, Active Directory, Group Policy

**MAY 2007 TO MAY 2009**

**CITRIX ENGINEER AT MAYER BROWN**



**Location:** Chicago, IL

**Duties:** Design, implement, manage and support the upgrade of multiple MetaFrame XPe farms to Server 2003 and XenApp 4.5. Manage and support the Citrix Production and QA environments in Europe and USA.

**Scale:** 5000+ total users, 500 concurrent, 40 Citrix Servers

**Technologies:** Citrix MetaFrame XPe, Citrix XenApp 4.5, Citrix Web Interface, Citrix Secure Gateway, Microsoft Windows Server 2000/2003, IIS 6.0, VMware ESX, HP Blade Servers, Active Directory, GPO