

# RESUME

## SHAIK NAYEEM

Citrix Administrator

### PROFILE

**Name**

Shaik Nayeem

**Date of Birth**

07-04-1990

**Address**

PRPalem,Masjid street,  
pothireddy  
palem,kovur,Nellore

**Phone**

86390 47208

**Email**

shaiknayumjee4@gmail.com

### ACHEIVEMENTS

Star performer

10K Cash Rewards

### JOB EXPERIENCES

2020-2024

**Sentini Group of Industries Pvt Ltd**

IT Admin ,Citrix administrator

2018-2020

**Waterbase india pvt**

IT administrator

### EDUCATION

2012-2015

**Vikram Simphapuri University**

**Mca-Master of Computer  
Applications**

2009--2012

**Sri Venkateswara University**

**BCA-Bachelore of Computer  
Applications**

### SKILLS

**Virtualization & System  
Admin**

- Citrix Virtual Apps & Desktops
- Citrix Hypervisor
- VMware vSphere & Vcenter
- Windows Server & Desktop Administration

**Cloud Computing  
Administration in AWS**

- EC2
- IAM
- ELB
- S3
- VPC
- Route 53

## ROLES & RESPONSIBILITIES

---

### CITRIX VIRTUAL APPS & DESKTOPS

- Managing user access and permissions for the virtualization solution
- Managing user accounts and permissions within the Citrix environment, including adding and deleting users and adjusting permissions as needed.
- Collaborating with other teams to troubleshoot and resolve issues in the virtualization environment
- Responding to and troubleshooting issues that may arise with the Citrix infrastructure, including user issues, application issues, and network issues.
- Providing training and support to users of the Citrix environment, including helping users with issues and answering questions.
- Providing technical support and troubleshooting for issues that arise with the virtualization solution
- Conducting performance analysis and optimization of the virtualization infrastructure
- Implementing security measures to protect the Citrix infrastructure and data.
- Implementing security measures to ensure compliance with security policies and industry regulations
- Monitoring the performance and availability of the Citrix infrastructure and ensuring that it is running smoothly.
- Monitoring the health and performance of the virtualization infrastructure and implementing measures to optimize and improve it
- Setting up and configuring virtual machines and applications to be delivered to users
- Creating and maintaining documentation for the Citrix infrastructure, including network diagrams, configuration details, and procedures for maintenance and troubleshooting.
- Installing and configuring new applications and updates within the Citrix environment.
- Collaborating with other IT teams to ensure that the Citrix infrastructure is integrated with other systems and meets the needs of the organization.
- Designing and implementing the infrastructure that powers the virtualization solution, including servers, storage, networking, and other components

### AWS ADMINISTRATION

- Assist in creating and managing AWS accounts for various teams or projects.
- Create and manage user accounts, assign permissions, and implement access controls.
- Monitor AWS services using AWS Management Console or AWS CloudWatch dashboards.
- Respond to alerts generated by AWS services, notifying relevant teams or individuals.
- Collaborate with other support levels and teams for incident resolution.
- Identify and troubleshoot basic issues related to AWS services.
- Report and respond to security incidents following established protocols.
- Assist in launching and managing EC2 instances.
- Help with provisioning and managing storage resources.
- Assist in setting up and configuring Virtual Private Clouds.
- Help configure subnets, route tables, and security groups.
- Participate in backup and restore operations for AWS resources.
- Assist in managing snapshots for data backup.
- Contribute to documentation by updating procedures, configurations, and troubleshooting guides.
- Share knowledge with team members and create a knowledge base for common issues.
- Work closely with Level 2 and Level 3 support teams for issue resolution.
- Communicate effectively with internal teams and external vendors.

## VMWARE ADMINISTRATION

- Set up and configure VMware infrastructure components, including ESXi hosts, vCenter Server, and other related products.
- Create, modify, and manage virtual machines, templates, and snapshots.
- Monitor and adjust resource allocations for virtual machines, ensuring optimal performance.
- Investigate and diagnose issues related to virtualization, networking, and storage within the VMware environment.
- Perform root cause analysis for incidents, identify underlying problems, and implement solutions to prevent recurrence.
- Monitor the performance of virtualized environments and identify areas for improvement.
- Assist in capacity planning by analyzing resource utilization trends and making recommendations for scalability.
- Configure and troubleshoot virtual and physical networking components within the VMware infrastructure.
- Manage storage resources, including storage provisioning, configuration, and troubleshooting.
- Implement and enforce security best practices within the VMware environment.
- Ensure that VMware configurations align with industry standards and compliance requirements.
- Implement and manage backup solutions for virtualized environment
- Contribute to the development and testing of disaster recovery plans for VMware infrastructure.
- Create and maintain documentation for configurations, procedures, and troubleshooting guides.
- Share knowledge with team members and other support tiers.
- Apply patches and updates to VMware infrastructure components.
- Ensure that patches and updates are compatible with the existing environment.
- Work closely with L1 support, L3 support, network administrators, and other IT teams for cross-functional issue resolution.
- Engage with VMware support or other vendors to resolve complex technical issues.
- Designing and implementing VMware virtualization solutions that meet the needs of the organization.
- Maintaining and troubleshooting the VMware virtualization environment, including responding to issues and problems that may arise.
- Working with other IT teams to integrate the VMware infrastructure with other systems and applications.
- Providing training and support to users of the VMware environment.
- Developing and implementing processes and procedures for the maintenance, backup, and recovery of the VMware environment.
- Ensuring that the VMware environment is secure and compliant with industry standards and regulations.
- Working with vendors and service providers to obtain hardware, software, and support for the VMware environment.
- Participating in the development of long-term plans for the organization's IT infrastructure, including the VMware environment