

WASIM KHAN

SUMMARY

Experienced IT professional with a strong background in infrastructure technology, including Citrix, Windows Server, and more. Meticulous Engineer successful at juggling multiple tasks and working under pressure. Broad industry experience in Citrix and Nutanix technology

SKILLS

- Written Communication
- Escalations Management
- Critical Thinking
- Customer-facing activities
- Continuous Professional Development (CPD)
- Performance Management
- Risk prevention
- Retail operations
- Technical support

EDUCATION

University of Pune
Bachelor of Commerce (BCom), Accounting and Business/Management, 01/2006

Guru nanak Public school Itarsi
HSC, Accounts & Management, 01/2002

CERTIFICATIONS

- BDA: Certificate in Data Networking
- MCSE: Core Infrastructure - Certified 2019
- Exam 411: Administering Windows Server 2012
- BDA: Certificate in Business Skill
- Azure Active Directory: Basics

AWARDS

- Functional Excellence Award for the Month of July
- Outstanding Contribution
- The Best Support Engineer
- Super Talented Achiever

EXPERIENCE

TEAM MEMBER - VDI SQUAD 08/2022 to Current
ESB, Dublin, Ireland

- Oversee and administer Citrix as well as Windows devices for ESB and Electric Ireland.
- Ensured the efficient functioning of critical systems on both Citrix and Windows platforms
- Drove goal achievement by quickly and accurately completing allocated tasks and

offering assistance to team members.

- Acquired expertise in various IT areas by handling server support responsibilities alongside Citrix PVS, XenApp, XenDesktop, SCCM and SCOM monitoring.

ANALYST - SERVER SUPPORT 04/2021 to 02/2022

Capita, Pune, India

- Contributed to Citrix PVS release enhancement
- Collaborated with clients to troubleshoot and resolve issues related to Citrix XenApp and XenDesktop
- Leveraged Citrix Studio to provide access support and resolve unregistered status problems. Monitored the CITRIX environment by utilizing CITRIX DIRECTOR and CONTROLUP.
- Ensured optimal performance of SQL Native Clients by regularly updating and patching
- Managed patching related issues using SCCM and Utilized SCCM to develop and establish server infrastructure.
- Managed SCOM monitoring system to oversee alerts comprehensively
- Streamlined management of clustered VMware and Hyper-v virtual machines.
- Streamlined Windows OS Internal operations by implementing best practices and novel approaches. Proficient in troubleshooting Windows NO boot situations
- Addressed high memory and CPU concerns through monitoring and optimization techniques. Analyzed memory dumps as part of blue screen RCAs
- Proficient in utilizing various software tools for system analysis including RAMMAP, Process Explorer, Poolmon, Perfmon and Netmon.
- Demonstrated proficiency in Veritas NetBackup Administration
- Proven track record in successfully handling Backups, Snapshots, and checkpoints.

ESCALATION ENGINEER - MICROSOFT 04/2018 to 03/2021

Convergys, Pune, India

- Functioned as an Escalation engineer.
- Collaborated with enterprise-level clients of Microsoft to troubleshoot and solve common Windows performance issues.

TECHNICAL SPECIALIST 07/2016 to 04/2018

Tata Consultancy Services, Pune, India

- Participated in the execution of Telstra Project. Managed CITRIX 6.5 XenApp and XenDesktop platform.
- Optimized performance and prioritized troubleshooting with ControlUp monitoring tool
- Monitored and reported issues through ControlUp. Resolved technical problems that were related to CITRIX profiles.
- Managed daily ticket queue effectively through efficient triage, diagnosis and resolution.
- Used remote access to navigate and link to customer computers.

HELPDESK ANALYST 03/2015 to 07/2016

Vodafone, Pune, India

- Addressed and resolved IT issues reported by internal employees
- Played an integral role in the Service Desk team at India, supporting users in both India and the United Kingdom, with direct reporting to Incident Managers.
- Provided efficient management of IT helpdesk calls by promptly logging tickets with accurate user-provided details.
- Handled installation, troubleshooting, and uninstallation of various software
- Provided clear and concise step-by-step technical support to guide clients.