Spencer Sun

294 Riverside Drive Tiverton,
RI 02878
(401) 816-6905 - home
(847) 624-7786 - mobile
ssun@ssun.co

Objective: A challenging position where my experience with Windows, Applications, Networking and Virtualization can be leveraged to determine and meet customer needs.

Certifications & Skills:

- MCSE (Microsoft Certified Systems Engineer) #463056
- VCP (VMware Certified Professional) #80
- CCIA (Citrix Certified Integration Architect)
- CCNA (Cisco Certified Network Associate) #CSC010056995
- A+ (CompTIA PC hardware/MS Windows) #CC8DTT1735
- Windows 7, 8.1, 10 / 2008R2, 2012R2, 2016
- Desktop Virtualization (Citrix XenDektop, VMware View)
- MS Office: Word; Excel; PowerPoint; Access
- OS Virtualization (XenServer, VMware ESX, Hyper-V)
- Application Virtualization (App-V, XenApp, ThinApp)
- PreSales –Citrix CCSP, VMware VSP and VTSP
- Storage – SAN/NAS/NFS/CIFS
- Profile Management (AppSense, RES, LiquidwareLabs, GPO)
- Login VSI – Performance and Load Testing
- Leadership
- Project Management
- Teamwork
- TCP/IP
- Network Cabling
- MS Mail/Exchange 5.5/2000/2003
- MS Visual Basic; ASP & web development
- VBscript and PowerShell writing
- System Center Suite
- Hypervisor Mgmt (vCenter, XenCenter)
- Terminal Services/RDS/RemoteApp
- Remote Protocols (ICA/RDP/PCoIP)
- Windows Server and Desktop Oss

Experience:

PNC Bank

Pittsburgh, PA (Oct 21 - Present)

Software Developer, Principal (Application Performance Testing)

Part of a team that managed the Login VSI platform used to provide performance testing for applications hosted on VMware Horizon. Responsible for managing the infrastructure maintenance and assignment to specific application owners. Designed scripting processes to meet specific requirements PNC had for Application Performance Testing as it differed from the approach and methodology offered by the Login VSI product.

Project Management for 'on-boarding' application teams to use the Login VSI product. Also served as liaison between Horizon Team, Performance Engineering Team, and Application teams.

Imprivata

Waltham, MA (May 21 – Sep 21)

Technical Architecture Manager (Consultant)

As a member of the Managed Services team, I worked with customers in adopting, managing and supporting the Imprivata One Sign and Confirm ID implementations. This included setting up Imprivata virtual appliances and configuring User and Computer policies, creating Application Profiles, integrating with directory services, Installing and configuring end-point agents and authentication devices (badge readers, fingerprint readers, etc.)

Customers, being in various stages of adoption, expansion and upgrades, would require conversation around planning for AD migrations and/consolidations, data center migrations, EMR integrations and/or migrations and merging of new hospitals into current infrastructure.

Automai

Los Angeles, CA (June 20 – October 20)

Consultant / Success Manager

Help customers to adopt Automai products for implementing automated testing as part of their VDI/EUC

Life Cycle Management Processes.

Create and present presentations for use in webinars, trade shows, etc. Develop product documentation for customers and potential customers to evaluate, deploy and learn Automai products.

Login VSI

Woburn, MA (February 19 – June 20)

Senior Services and Support Engineer

Primary role was to work with customers to implement Login VSI and Login PI/Enterprise into their VDI/EUC environments as well as provide customer support for existing deployments. Was also involved in some pre-sales demos and running Proof of Concepts.

Created design documents, Visio diagrams and stencils. Was involved in designing and creating Partner Technical Enablement training including Hands On Labs.

Customer platforms included Microsoft RDS and Hyper-V, Citrix Virtual Apps and Desktops, VMware Horizon View, Amazon Web Services and Microsoft Azure.

Participated in a project for Microsoft to scale test Windows Virtual Desktop and provide recommendations on optimizations.

RoundTower Technologies

Cincinnati, OH (June 18 – Jan 19)

EUC Delivery Engineer

Primary role was to work with customers to implement End User Computing Solutions, working from Statements of Work. This often led to following up with the customer to design the solution to meet their exact needs and expectations. Worked with customers onsite and remotely through Webex sessions. Projects included upgrades to customer's current EUC environments (Citrix XenApp/XenDesktop, Horizon View), Implementation of multi-tenant global VDI solution with 1 site hosted in AWS and 2 sites onpremises.

Citrix / Unidesk (was acquired by Citrix Jan 17)

Marlborough, MA (Dec 14 – June 18)

Solution Architect

Primary role was to provide pre-sales technical guidance for prospective customers, including online product demonstrations, Proof of Concept planning and guided installations. Educated customers on the concepts of Application Layering to ensure that they could make the correct decisions on which layers to create. Also provided guidance on architectural decisions as to infrastructure, process flow, redundancies, etc. Other responsibilities include regular technical blog posts, discussing Unidesk product and integration into VDI and XenApp sessions at technical conferences, including Citrix Synergy, HIMSS, Microsoft World Wide Partner conference, among others.

Provided subject matter expertise around Citrix technologies for the Sales team, as well as the Engineering team. This provided the Sales team the tools and ability to speak to customers and prospects intelligently around their Citrix based implementations. Work with the engineering team allowed new tools to be developed that would integrate with the Citrix product platform more closely.

Gotham Technology Group.

Montvale, NJ (Jun 14 – Nov 14)

Technical Architect

Serve as delivery engineer and architect for various clients. Provide support services to contract customers on a rotating schedule.

Projects include migrating XenDesktop Virtual desktops from North America to EMEA, carrying user disks (PvD and Dedicated catalogs). Wrote several PowerShell scripts to aid this migration that identified each users' virtual machine, the snapshot used to create it and the location of each user's disk. Developed migration process with input of customer's requirements.

API Systems, Inc.

Morris Plains, NJ (Jul 13 – May 14)

Senior Citrix Engineer

Serve as top escalation for team providing a service managing the Citrix XenApp (4.5 and 6.5) environment for a large international pharmaceutical company. Serve as architect for migration of business units and applications to the new XenApp 6.5 farm. Responsible for managing the adoption of and restructuring of ancillary technologies such as AppSense Environment Manager and Cortado Thin Print. Develop and implement scripts (VBscript and PowerShell) to provide specific functionality as the needs arise. Review, evaluate and recommend new products and technologies including layering technologies (Unidesk, CloudVolumes) monitoring and reporting technologies (Monitor IT, Lakeside Software, and CA Nimsoft), and profile management solutions (RES Workspace Manager and AppSense Environment Manager).

A member of the Office of the Chief Technology Officer (oCTO), working with other members on special projects and providing technology leadership for the rest of the company. Responsibilities included providing training and education through Lunch and Learns as well as individual white board sessions.

Virtual Dynamix (VDX)

Cranford, NJ (Jan 13 – Jun 13)

Senior System Engineer

Worked with Citrix operations team at large national insurance client. Worked with Citrix EdgeSight to perform daily status reports on two XenApp 5.0 farms and a XenApp 6.5 farm. Created MFCOM scripts to create a report in MS Excel that showed the status of Citrix related services on all servers in the farm as well as free space on system drives and system uptime. Helped troubleshoot several issues occurring in the production farms including SSL29 errors and User Profile errors. Helped implement and develop processes for using troubleshooting tools such as ProcMon and Medevac. Created scripts to generate server lists for each business group by querying the farm for current member servers.

Whiptail Technologies

Whippany, NJ (Jul 12 – Jan 13)

Virtualization Consultant

Worked in the Solutions team in the Marketing department Responsible for redesigning and rebuilding the tradeshow demo system that highlights the performance, manageability and multi-tenancy nature of the Whiptail flash storage array to potential customers as well as media reporters. Upgraded environment to vSphere 5.1 and View 5. Created VLAN to segment network traffic for VDI desktops. Deployed MS SQLIO benchmark tool to simulate database load on array. Implemented DELL DVD Store to create an actual database load on the array. Expanded presentation to dual-monitor display and wireless keyboard to create a better interaction with viewers.

Created plans for future demos including automated desktops to use Outlook/Exchange workloads, drive database applications and reporting.

Created presentation on Whiptail arrays for blogger community. Was video-taped for initial episode in a web-series that highlighted the simplicity of managing Whiptail arrays.

ServiceMesh

Santa Monica, CA (Mar 12 – June 12)

Solutions Engineer

Engaged with customer to develop a tablet application based on HTML5 that would provide access to disparate approvals systems (expenses, time-off requests, etc.) using virtual desktops, desktop automation software and application mobility platforms.

Ahead, LLC

Chicago, IL (May 11 – Mar 12)

Technical Architect

Providing consulting services around VDI solutions, including Strategy and Roadmap workshops and Design and Plan workshops. These were aimed to gather customers Business Objective, Critical Success Factors, Risks and Constraints in order to align a technical solution with a Fit-for-purpose solution. The workshops engaged stakeholders from all IT areas that a VDI environment may impact and leading discussions around use cases, business requirements and technology options revolving around all layers in a VDI environment (OS, Apps, User).

Stood up various technology platforms in lab to gain deep understanding of how each product works and differs, to be able to intelligently discuss how they fit specific needs.

Provided Pre-Sales discussions with customers to discuss and demonstrate products used in the various layers of a VDI environment, including but not limited to: hypervisors (VMware vSphere, Citrix XenServer, MS Hyper-V), Virtual Desktop Infrastructure (VMware View, Citrix XenDesktop), Application Virtualization (Citrix XenApp, VMware Thin-App, MS App-V), User Profile Management (Liquidware Labs ProfileUnity, RES Workspace Manager, AppSense Environment Manager, Citrix Personalization Management, VMware Persona Management), as well as other products that a customer may be interested in investigating.

Provided delivery services to customers, including XenServer migration support, build-out of Citrix XenApp and XenDesktop environments, build-out of VMware vSphere and View environment.

AppSense, Inc. – Professional Services

New York, NY (Jul 10 – Apr 11

Technical Solutions Architect

Assist customers with designing, deploying and configuring the suite of AppSense products to implement User Virtualization. Working through both, onsite and remote engagements, with the customer, determined what requirements organizations had around maintaining User experience on Windows based systems and helped map these requirements to the appropriate function or feature in the AppSense suite. Based on discovery of the customers' environment, helped to design and plan an enterprise infrastructure to support the AppSense suite that provided high-availability, disaster recovery, performance and consistency for users, whether they were on well-connected networks, remote or off-shore.

Wrote design documentation that outlined these findings and recommendations from which a project plan can be created. Worked with customers to implement these designs and provide configurations that would implement AppSense Environment Manager Policies (drive and printer mapping, lockdowns, etc.) based on user, device and/or connection method, as well as Environment Manager Personalization that virtualizes user settings for managed applications and allowed these to persist for the user regardless what operating system or platform they ran these applications.

Ouray Technology Partners

Chicago, IL (Jan 10 – May 10)

Senior Technical Architect

Technical and Project lead for a XenApp/XenDesktop/Provisioning Services project for a leading investment banking firm in Wilmington, DE. Worked with client team to determine needs to develop architectural design for two XenApp farms. Developed and deployed Provisioning Services farm to deploy XenApp servers in the Production farm and in the 'Secure Browser" farm. The Provisioning Services will also be used to provision operating systems to physical desktops in the client's training rooms. Tested streaming applications using applications already 'profiled' for XenApp 4.5 on Windows Server 2003 on a XenApp 5.0 on Windows Server 2008 x64.

Created collateral and reference architecture for VDI solutions to match services in Service Portfolio Manager which is used to define the costs of running component services within a VDI solution. The SPM tool is used to help understand the total costs associated with running various IT solutions, especially VDI.

Convergence Technology Consulting

Glen Burnie, MD (Aug 08 – Jan 10)

Senior Sales/Design Engineer

Pre-sales conversations with existing and potential clients around their technology needs with focus on Citrix products, OS virtualization (VMware, Xen and Microsoft), desktop virtualization (VMware View, Citrix XenDesktop), infrastructure systems (Active Directory and messaging) and enterprise storage solutions. - Design sessions with clients to define their current environments, their goals and objectives and design a solution that will achieve their goals.

Document creation of Rough Orders of Magnitude, Statements of Work and Project Plans to define the design and implementation of solutions revolving around Citrix products, VMware ESX, desktop virtualization, Active Directory and Exchange, and enterprise storage.

Build-out of Proof of Concepts and demo systems revolving around Citrix XenApp, XenDesktop, AppSense products, thin-client devices and MS infrastructure.

Ncomputing

Redwood City, CA (Apr 08 – July 08)

Senior Support Engineer

Pre-sales presentations and demonstrations of Ncomputing's thin client technology. Travel to various locations around the country to meet with potential customers to and supply technical knowledge and answers to cost reducing PC solutions.

Technical support for both pre- and post-sales customers. Issues involved getting applications to work in Ncomputing's version of Terminal Services, working around Microsoft updates and diagnosing OS and networking issues.

RapidApp/GlassHouse Technologies

Framingham, MA (Feb 07 – Mar 08)

Senior Consultant

Designed, planned and implemented a Global Desktop Initiative for an investment firm in Tacoma, WA. This involved refreshing the technologies used to deploy, maintain and manage the 3000 desktops and laptops throughout the global enterprise. The design called for MS SCCM for operating system deployments and application installs, SoftGrid for application delivery, Bit9 Parity for application security and Citrix for remote access.

Designed and planned an infrastructure refresh for Bradco Supply in New Jersey. The design included implementation of VMware and SoftGrid, along with updating the Active Directory, Exchange mail system, and Citrix Presentation Server.

Proof of Concept of the SoftGrid technology for Harley Davidson Motor Company. This was a two week engagement to demonstrate how to implement the SoftGrid architecture as well as how to sequence basic and more complex applications.

Implementation of a Citrix Access Gateway for advanced security around remote access for a bank in Dubuque, IA.

GlassHouse Technologies purchased RapidApp in July, 2007, where I had been employed upon my return to the US.

Citrix Systems, UK, LTD

Gerrard's Cross, Bucks, UK (Dec 04 – Jan 07)

Senior Consultant

Provided different services for Citrix customers throughout Northern EMEA and South Africa, including Infrastructure Assessments, Design Requirements Gatherings, Design, Proof of Concepts and

Implementations. Infrastructure Assessments involve researching through interviews and systems checks to determine suitability of all aspects of a customer's infrastructure, including networking, Active Direstory, Presentation Server farm, Backup procedures, help desk and support functions, etc. I also created a number of scripts to automate implementation and publishing of applications. Also assisted the Altiris team with script creation to manage their processes. Worked with the AppSense team to create test procedures around Performance Manager and Environment Manager. Also assisted with a MetaFrame for UNIX 1.2 design that will move to a Citrix Presentation Server for UNIX 4 implementation.

RapidApp

Chicago, IL (Jul 02 –Nov 04)

Senior Network Engineer

Worked on a number of projects, most recent listed first:

- Worked with Citrix Consulting Services to design and build an Automated Provisioning process for mass building of MetaFrame Presentation Server 3.0. This process involved configuring HP blade servers from bare metal to production including installation of Installation Management packages and publishing them. A single user touch was mandated and several Quality Assurance checks were scripted to ensure the server was considered production ready before being attached to the production network. Built a user interface for gathering the information required. The design made use of HP's Rapid Deploy product to facilitate the provisioning process.
- Created scripted installation of Microsoft Clustering File and Print servers. The design was based on HP's DL-380 Cluster-in-a-Box solution and involved imaging of the OS, and a script that prompted the administrator for the network information for the servers and created the cluster and its resources automatically.
- Worked on a Disaster Recovery solution for MS Exchange Clusters using NetApp filers for data storage and MS Clustering Services. Solution involved Snap Manager for Exchange which created back-ups of the data in a separate data center. The recovery solution involved bringing up new servers in the second location that would connect to the snap back-ups of the data.
- Created a custom look and feel for a Web Interface 2.0 involving Secure Gateway and RSA Secure ID tokens. As part of this project, additional MetaFrame XP servers were provisioned and Installation Management packages created for deployment on these servers.
- Principal engineer on a Disaster Recovery project revolving around Citrix Metaframe for a large banking organization. The scope of the project entailed 400+ applications running on Windows 2000 and NT4, Active Directory domains, custom Nfuse pages for internal access and use of RSA and NFuse with Citrix Secure Gateway for external access. The scope expanded to include integration with a custom developed portal product which involved creating specialized NFuse ASP pages. Program Neighborhood Agent was customized and deployed to allow Content Redirection.

Vector, ESP

Arlington Heights, IL (Nov 01 – Jun 02)

Systems Consultant

Work with clients to design and implement server-based computing systems. Involved with 6 month+ project migrating users from Winframe with Async ICA connections to Metaframe 1.8 accessed via Internet connections. Handled support calls for both client helpdesk as well as support calls from Vector clients.

Northwestern Memorial Hospital

Chicago, IL (Apr 01 – Nov 01)

Intel-based Server Systems Engineer

Responsible for the NT domain design, DHCP, WINS, and internal DNS design. Implemented standards document for server builds and designs. Implemented new applications into Citrix Metaframe environment, including custom Medical Applications and CBT's for such applications. Designed Remote Access to Email and PowerChart while adhering to security requirements outlined in HIPAA, utilizing

SecureID and 128-bit encryption. Customized and designed NT embedded thin-client devices. Wrote Visual Basic 6.0 applications to ease end-user administration. Implemented McAfee ePolicy Orchestrator to maintain and administrate anti-virus policies in the enterprise.

Progressive Network Solutions

Downers Grove, IL (Oct 99 – Apr 01)

Network Design Engineer

Project Management - deploying electronic medical charting system for major university hospital using Citrix Metaframe and deploying through web browser. Provided designs for servers, server farms, web pages/Citrix NFuse, as well as desktop and thin-client device configurations. Pre-Sales - assisted sales with client meetings and design work. Discussed with client objectives of projects to determine best design and implementations. Implementations - Designed and installed Citrix Metaframe server farms ranging from 2 to 29 servers. Customized and tuned various apps to run in a multi-Win environment. Implemented and worked out issues with 16-bit applications and 3- bit applications. Created custom scripts to make applications published work correctly. Troubleshoot performance issues, licensing issues, account management and configuration issues. Worked with all Citrix products, including NFuse, Installation Management Services, Resource Management Services, Secure ICA, and Load Balancing and Metaframe for Solaris. Various MS Back-office design and troubleshooting involving Windows NT, Exchange, Proxy server. Designed and configured network infrastructures, including Cisco routers and switches and Intel VPN's. Trained and assisted less experienced engineers on staff. Provided project management, documenting all steps in the project and coordinating various resources.

Ssun Services

Bloomingdale, IL (May 99 – Oct 99)

Independent Consultant

Worked as independent contractor at Liquid Container, LP. Projects included: Planning, Designing and implementing migration from MS Mail for Workgroups to MS Exchange using Outlook 98 in a 150 user enterprise, Windows NT server build-outs and SP4 updates, preparing for Internet connection, Anti-virus scanning and clean-up, design and coordination of T1 installation for WAN expansion, ADP Payroll software trouble-shooting, client upgrades for ERP system, general PC Helpdesk and network administration.

Automatic Data Processing, Dealer Services

Hoffman Estates, IL (Oct 98 – Apr 99)

Systems Engineer

Worked in ADP Dealer Services' Sales Automation Team, which developed tools to automate the Sales forces' contract creation. Worked with Connect: Remote (formerly Xcellenet), On!Contact (a custom designed contact management database), and Field Management System (a custom built database application). Provided automated synchronization with central databases for On!Contact and Field Management System. Supported hardware and software on all sales associate laptops.

Liquid Container, LP

West Chicago, IL (Mar 98 – Oct 98)

PC Support Specialist/Network Engineer

Provided PC and network support for plastic bottle manufacturer with 11 plants/offices nationwide. Was responsible for any and all PC related issues including hardware failures and upgrades, software installation, configuration and support. Installed and maintained Windows NT domain. Installed RAS server. Installed Winport server to provide a shared modem pool. Increased security on network in preparation for Internet connection. Created inventory of existing systems. Visited remote sites to implement LAN and provide support. Monitored network usage with various software tools. Beta tested MS Terminal Server with Citrix clients.

Taylor Management Systems, Inc.

Des Plaines, IL (Aug 97 – Feb 98)

Consultant

Assigned to Ameritech's Remote Monitoring and Support Team. Monitored status of network servers, hubs, routers, and WAN lines. Learned and used tools such as Compaq Insight Manger, HP Network Node Manager/OpenView, Optivity, and Sniff Master. Projects involved with were: configuring and deploying SNMP adapters for APC UPS's, diagramming network and deploying diagrams to intranet pages, design and development of department intranet pages.

Interactive Group, Inc. San Diego, CA (Dec 94 – Aug 97)

Supervisor, Internal Systems

Supervisor of a seven-person Internal Support department. Set up, support and repair PC's for 300+ employees nationwide. Handle all internal support calls. Train users on basic PC operations and software applications. Maintain file servers for Novell and NT networks. Perform TCP/IP network protocol administration. Set up and maintain printers and print servers. Designed and maintained Asset Control System and Remote Access Networking. Implemented T1 technology for RAS. Perform back-up administration for phone system administration, voice mail, configuration and service call functions. Purchase all computer-related equipment. Re-design and implementation of network servers and e-mail systems. Installed and designed LAN cabling in 4 offices and 2 training centers. Coordinated implementation of WAN for 7 offices. Included TCP/IP configurations, network printers, Unix servers.

Education:

W.F. Kaynor Regional Vocational Technical School

Waterbury, CT (1983-1987)

Major course of study was Mechanical Drafting with 2 years CAD training.

Member, National Honor Society.

President of Audio-Visual Club

Participant, Talented and Gifted Program