**MANOUG BEUREKJIAN**

13 KERNWOOD HEIGHTS

BEVERLY, MA 01915

(978) 818-0355

MANOUG@BEUREKJIAN.COM

**TECHNICAL SUMMARY:**

- ITIL v3 Certified experienced IT Professional with nineteen plus years in the industry and fifteen years of strong Windows Server systems administration experience in a 24/7/365 environments

- Thirteen years of experience maintaining datacenter environments in compliance of PCI, BSI 7799 / ISO 27001, HIPAA, and FISMA security standards and applicable change control processes

- Strong communication skills with ability to communicate technical topics to non-technical audiences

- Self-motivated with exceptional technical troubleshooting skills and continuous focus on automation

- Impeccable customer service record with proven leadership across multiple business units

- Maintain relevant with latest technology developments and trends for both on-premise and cloud-based technologies.

**TECHNOLOGIES:**

- **Operating Systems:** Windows Server 2008R2/2012/2016/2019, Windows 7/8/10, OSX, RedHat 6.3

- **Virtualization:** VMware ESXi 5/6.5 vSphere, vCenter 5/6.5, Microsoft Hyper-V 2012R2/2019

- **Backup/DR:**  IBM Tivoli Storage Manager (TSM) / Symantec NetBackup / Altaro VM Backup

- **Compute/Storage Hardware:** HP ProLiant DL and BL models, HP Blade Enclosure c7000, Dell PowerEdge, IBM SystemX, Cisco UCS B200-M5, Nvidia GPU, Dell/EMC VNX-XtremeIO Flash Storage Array

- **Cloud:** Microsoft Azure/SSO/MFA/Intune, Office 365, Google G Suite, IP Telephony (Skype/Teams, 8x8, Five9, and RingCentral), Sophos InterceptX, Rapid7

- **Other Technologies:** MS AD/GPOs/DNS/DHCP/IIS, Certificate Management, MS 2012R2 Clustering, MS System Center CM/OM 2012R2, Citrix XenApp 6.5/XenDesktop 7.13, Citrix NetScaler 10x, F5 Load Balancers, HP iLO, Dell DRAC, MS SQL 2008-2016, GFI LANguard v9, Symantec SEP v11, Sophos v10, Office, Dell Wyse Device Manager/WNOS, Crestron Schedulers, Cisco VC, Ipswich MOVEit DMZ

**EMPLOYMENT:**

**American Student Assistance – Boston, MA**

***Sr. System Administrator*** *(May 2012 – Present)*

Provide end-to-end system administration tasks including design, configuration, continuous monitoring and maintenance of 400+ server and 150 node virtual desktop infrastructure environment.

- Provided planning and assisted with migration of on-premise datacenter to dedicated suite within *Markley-Boston* in 2014, followed by a consolidation effort to shared racks in 2017 and addition of DR.

- Architected, created proof of concept, and implemented 150 user highly-available VDI (Virtual Desktop) environment utilizing Citrix XenDesktop 7.13 containing persistent and non-persistent Windows 7/10 desktops accessible via Dell/Wyse ThinOS WDM managed endpoint devices.

- Authored PowerShell/Batch scripts to automate deployment of VMs for all engineers and provide repeatable consistent sever deployments including necessary software, baseline security, and configuration.

- Implemented ADSync and configured hybrid Exchange environment to Office 365 along with continous migration of mailboxes and PSTs utilizing PS scripts and Azure Storage containers with required policies.

- Work closely with Security Engineering to continually remain compliant in accordance with FISMA security controls within infrastructure environments and provide Security Operations updated system documentation during DOE annual audits.

- Built and configured Microsoft System Center Configuration Manager 2012 R2 (SCCM) environment for standardizing, OS patching, third-party software/script deployment, ongoing management and inventory of servers and desktops. Designed SQL queries for formation of dynamic collections and associated maintenance windows.

- Designed, tested and applied GPOs for Windows Server 2019 and Windows 10 to support newly deployed infrastructure and prep for Windows 10 enterprise deployment

- Migrated from virtual Citrix NetScaler to physical including decommissioning F5 load balancers

- Lead the Structured Cabling, AV, and Access Control design and execution for new office build-out

- Architected Sophos v10 design, performed installation, configuration of policies, packages and endpoint deployment to servers and desktops including exclusions and specific scanning policies with recent upgrade to Sophos cloud.

- Migrated legacy HP blade infrastructure to Cisco UCS blade infrastructure and respective enclosures.

- Assisted with upgrading VMware ESXi 5.0 infrastructure to 6.5 including ESXi hosts, vCenter server and guest tools within production and off premise DR location.

- Designed and built ASA’s first Citrix XenApp 6.5 farm for partner access to internal applications, sites and RDP via Citrix NetScaler hardware appliance consisting of RSA token dual-factor authentication.

- Implemented Ipswich MOVEit DMZ v8 and backend Central file management servers including secure file transfer portal allowing 250 clients access to upload and retrieve files from organization.

**Epsilon Data Management, LLC. – Wakefield, MA**

***Sr. System Administrator******– Team Lead*** *(April 2007 – May 2012)*

Responsible for all Windows system administration tasks in a 700+ physical and virtualized environment including design, specification, procurement, deployment, support, and ongoing maintenance.

- Built numerous prestigious clients domain environments from project planning stages to physical installation, cabling and configuration including Operating System, Citrix, IIS, and SQL and custom applications.

- Work directly with compliance office to remain compliant in accordance with PCI, BSI 7799 / ISO 27001, SAS 70, HIPAA and Sarbanes-Oxley security standards.
- Lead for Wakefield MA Windows system administrators providing training, management, project management, purchase orders, hiring of additional team members.

- Support over 40 different client domains, multiple shared domains with numerous client specific domain policies and group policy definitions.

- Design, package and deployed Windows server images utilizing HPRDP and Windows AIK customization tools in PXE boot environment.

- Installed VMware ESXi 4.1 server, deployed VM guests and introduced machine templates for each Windows OS configuration.

- Researched and implemented patching solution including maintenance schedule and client communication protocol for GFI LANguard windows patch deployment.

- Deploy and troubleshoot Citrix Presentation Server (XenApp) Server in standalone and multimode farm configurations on multiple OS's.

- Created customized post-image automation tasks with the use of batch files and VB scripts.

- Introduced Windows 2008R2 to organization server standard and Windows 7 for IT desktops.

- Introduced MS SharePoint 2007 IT portal to institute sharing of information, KB articles, FAQ, links, group calendar and file repository.

- Researched and implemented GPO for standards based secure Citrix environment.

- Manage and update documentation including inventory, server build and client distribution lists.

- Install and update firmware for rack, blades, and enclosures.

- Configure backups and perform SQL maintenance and optimization utilizing native tasks within SQL Management Studio.

- Exchange and SharePoint 2007 administration tasks including configuration, policies and troubleshooting.

**Copyright Clearance Center, Inc. – Danvers, MA**

***Desktop Support Specialist*** *(September 2000 - December 2006)*

Responsible for support, troubleshooting, repair and installation of 300+ computers in a Windows environment.

- Introduced and designed CCC’s first desktop imaging solution utilizing Symantec Ghost and SYSPREP tools from the ground up.

- Setup new user accounts and permissions in Active Directory

- Facilitated all network cabling, electrical and build-out projects.

- Installed Cisco 3550 Catalyst switches and performed all CAT5e wiring activities

- Server administrator for WebTrends analytical tool for marketing.

- Attended CCC tradeshows for setup and support of hardware.

- Setup and administered PatchLink patching solution server for all desktops.

- Acted as Gatekeeper on the configuration management forum (change control)

- Introduced E-Z Audit for desktop hardware and software inventory auditing

- Serviced HP/Xerox laser and inkjet printers, Canon ImageRunner multi-function copiers.

- Acted as tape backup administrator and performed backup and restore operations as requested on HP tape library.

- Recipient of CCC’s first “Winning Moments Award” for superior customer service and front-line support.

**EDUCATION & PROFESSIONAL CERTIFICATIONS:**

**University of Phoenix – Burlington, MA**

***Bachelor of Science in Business Management*** *GPA: 3.26 Graduated - June 2007*

**ITIL v3 Certified** – July 2013

***References available upon request***