MANOUG BEUREKJIAN
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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