



## PROFESSIONAL SUMMARY

Experienced senior systems engineer with 8+ years of expertise in app and desktop virtualization. Skilled in problem-solving and dedicated to delivering results. Successfully automated the daily health check and remediation of 500+ servers, improving efficiency and reducing downtime. Seeking an opportunity as a Manager of Systems Infrastructure to leverage my extensive experience and contribute to the success of a dynamic organization.

## EMPLOYMENT HISTORY

FEB, 2020 - PRESENT

### Systems Programmer III, BrightSpring Health Services, Louisville, KY

- Design and deploy enterprise desktop and application solutions working with application owners
- Implemented Citrix NetScaler in Production and DR environments
- Create custom scripting and reporting saving countless hours and ensuring server uptime of 500+ servers
- Migrated 4 legacy Citrix environments to production ensuring business standards
- Provide 3rd tier support across all lines of business including ticketing and change management leading the team in implemented changes
- Develop and maintain documentation for systems processes and procedures to ensure successful implementation and operation of systems
- Develop and maintain strong relationships with key stakeholders to understand their business needs and provide solutions that meet their requirements

DEC, 2018 - FEB, 2020

### Field Solutions Architect, BrightSpring Health Services, Louisville, KY

- Collaborated with cross-functional teams to identify and implement innovative technology solutions to improve the efficiency and effectiveness of field operations in the group home space
- Implemented core networking connectivity across 3000+ group homes
- Vendor relations and device management for all smart home devices

JUL, 2017 - DEC, 2018

### Systems Programmer, Kindred Healthcare, Louisville, KY

- Managed and administered virtual enterprise level infrastructure for VMware and Citrix environments expanding across multiple domains
- Built two new VMware Horizon 7 environments across two domains
- Collaborated with cross-functional teams to design and implement new system solutions to improve overall workflow efficiency and productivity
- Identified opportunities for process automation and developed custom scripts to streamline workflows
- Provided technical support and troubleshooting ensuring minimal downtime and efficient operations while leading the team in ticketing metrics

## EDUCATION

AUG, 2013 - JUN, 2017

### Bachelor of Science in Business Administration, University of Louisville, Louisville, KY

Major: Computer Information Systems Concentration: Web Development

## COURSES

SEP, 2018

### VMware Horizon 7: Install, Configure, Manage

## SKILLS

Citrix Virtual Apps and Desktops



Citrix NetScaler



VMware Horizon



PowerShell / Scripting Automation



Windows Server Administration  
(2003-2022)



Technical Troubleshooting

Cross-Functional Collaboration

Reporting / Analytics