

**Ramona M. Brooks**

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## **Summary of Qualifications**

### **Retail:**

On-site Customer Service Expert, General Merchandise Expert, Sales Associate, Price Change

**Information Technology:** Cloud Technology, Cloud Support, Citrix Level 2 & 3 Support, Citrix Lead Infrastructure Analyst, Enterprise Infrastructure Analyst, IT Systems Analyst, Analyst, Windows Server Engineer, Security Remediation, Security Administrator, Change Management, Jira/Agile Methodology, MS Project Management, Content Review Analyst, Research Analyst

**eCommerce:** Website Content Creation, SEO Content, SEMrush Analytics, Google Analytics, Website Content Management, Website Design, Distributor and Manufacturer Management, Business Management, Sales Associate

Essex College of Business (business school) – 1983

College classes towards Computer Science / Information Technology – Cybersecurity

## **Technical Expertise**

**Systems:** Microsoft Windows XP, Vista, 7, 8.1; Microsoft Server 2000/2003/2008/2008 R2,2012 (light); Microsoft Outlook

**Virtualization Technology:** VMware, P2V, ESXi; AWS

**Hardware:** Workstations & Servers (HP, Dell, Compaq, IBM); and other Peripherals

**Technologies/Software:** Citrix Presentation Server 3.0,4.0,4.5,XenApp 5.0,6.0 & XenApp 6.5, Citrix Web Interface, XenWeb Interface/StoreFront, Citrix Secure Gateway (CSG), Citrix Access Gateway (CAG), EdgeSight Server, Netscaler (knowledge), Active Directory, LDAP/ADAM, Group Policies (GPO), Windows clustering, MS DNS, MS Terminal Server, Citrix User Profile (local & roaming), VM Hosted desktop/XenDesktop, Altiris, Symantec Antivirus, SharePoint, Veritas Software and Arcserve Software.

**Languages:** Python (Fair), VBScript (Working-Fair), PowerShell (Fair), Perl (Minor), Ruby (Minor).

**Network/Protocols:** LAN/WAN, DNS, DHCP, TCP/IP, SNMP, SMTP, POP3, TELNET, SSH, TFTP, FTP, SFTP, RIP, RIPv2, IGRP, EIGRP, OSPF, STP, VTP, VLAN, 802.

**Service Management Tools:** AWS, Citrix Management Console, Remedy, Infrastructure Dashboard Console, Zendesk, EdgeSight Agent, SCM console, VMWare Center, Analytics, Office 365, Google Docs, SharePoint, SEMrush tracking.

## Professional Experience

RMBrooks Online Services LLC  
President/IT Professional  
<https://RMBrooksOnlineServices.com>  
Jul 2014 - Present

### Project(s)

- May2021-Present: Target - Part-time General Merchandise Expert / Price Change
- Jun2020 – Jun2021: Lowes - Part-time On-Site Sales Associate
- Jun2014 – Ongoing – Multiple website content maintenance and updates, Website builds and ongoing critiquing

Small business owner that includes: E-Commerce products and services professional; Information Technology Professional Services analyst

### Business Operations include:

- Web content review, update and management, SEO Management, Google Analytics.
- Website Admin and front-end ongoing management, review, design and content updates.
- Website 2<sup>nd</sup> level troubleshooting with technical support teams and developers.
- Manage relationship with multiple manufacturers, distributors and wholesalers.
- Research and management of business “vendor” registration for state and government contracts.
- Ongoing business development and finalizing.
- Business emails, social media and marketing for business and websites.
- Participation in webinars, online training, seminars and on-site training events.
- Business plan analysis and benchmarking.
- Working towards website application development and company brand setup.
- Daily and weekly task management and time management activities.
- Business accounting and record-keeping.
- Maintaining knowledge and technical skill set by ongoing participation in **Information Technology** training, webinars, conferences, and hands-on training LABs online and on-site.

**DevOps Cloud Engineer (Citrix Engineer)**

**Jan 2014 – Jun 2014**

**Medidata Solutions, Inc Edison, NJ**

Responsible for a major initiative to deploy one of multiple key Life Sciences modules in AWS leveraging a medium size Citrix XenApp 6.5 Farm. This farm is used for virtualization of critical business applications needed for the Trial Planning division.

Performed inventory and assessments of existing Presentation Server and XenApp infrastructure.

Design and implement XenApp Architecture for consolidation of existing Citrix Farms.

- Collaborated with Development teams in an Agile fashion to understand software and business requirements.
- Prioritized issues and set clear expectations on deliverables and resolution.
- Provided diagnostic support and bug-fixing for existing product releases.
- Provided hosting guidance on new components per specifications from the Product Management team.
- Performed troubleshooting and maintained critical production and testing environments.
- Diagnosed and addressed performance and tuning issues whenever they occurred within the Citrix Environment.
- Identified reoccurring issues and collaborate with infrastructure and Dev tools teams on resolution plan.
- Created and maintained documentation such as Standard Operating Procedures, cloud elevations, high level platform scalability workflow diagrams, process and procedural documents for implementation and support tools to support configuration management for all environments.
- Built and deployed a new performance-based Citrix farm leveraging new AWS EC2 instances with RDS.
- Maintained a Citrix baseline infrastructure utilizing Data Collectors and Microsoft Windows SQL as groundwork for a dependable environment.
- Utilized in place Microsoft Active Directory structure to create Group Policy Objects (GPO) for a reliable and secure user experience.
- Communicated to management, as well as other technology departments, relevant information about systems which may have negative impact on business continuity.
- Maintained high level of systems efficiency directly affecting organization earnings.
- Provided Citrix/XenApp support for top application hosted for west coast users.
- Managed enterprise Citrix XenApp infrastructures with a strong foundation exceeding expectations by providing stability, remote access, scalability and a 96 percent uptime rate.

**Citrix Engineer/Support**

**Insight Global / HP Consultant**

**Location: Bristol-Myers Squibb, Pennington NJ**

**Nov 2010 – Jul 2011**

Assignment entailed working with application teams and vendors on installing and deploying new applications within project plan timeframe proposed. Level 2 and 3 support provided for the legacy Citrix 4.5, 5.0 and new XenApp 6 Citrix environment. Platform infrastructure support provided for the entire BMS environment. Solutions provided for issue resolution and implemented where applicable. Citrix XenApp 4.5, 5.0 and 6.0 server installs, configuration and deployment for projects. Application and website publishing, Partner portal access, Citrix application migrations and Citrix infrastructure administration, including VM XenDesktop and hosted desktop support.

- Projects – Application
- PLA Application Deployment
- DevLIMS (dev phase) install and XenApp configuration
- Projects - XenApp Infrastructure / Administration
- XenApp 6 Farm application\website publishing
- Legacy published website migration
- EdgeSight Agent Deployment
- IE8 Upgrade
- Office 2007 and Acrobat Upgrade

**Lead Project Engineer**  
**Schering-Plough Corporation, Kenilworth, NJ / Summit, NJ**  
**Nov 2004 –May 2010**

Lead Project Engineer responsible for Global IT project environment's maintenance of server refresh, system builds, decommissioning and migration projects. Developed detailed procedures and training documentation to support the teams. Level 2 and 3 support. Assess and remediate high risk servers for security and communicate to management. Completed and maintain current certifications for Citrix and other Company applications. Participated in a variety of projects and support efforts:

- Windows Server Refresh
  - Worked with Application teams with application residing on hardware 5 years old and older to determine hardware retirement or P2V option.
- Physical to Virtual (P2V) Server
  - Developed P2V Turnover documentation.
  - Trained the Server Deployment Team on the P2V process.
  - Coordinated and scheduled eligible application virtualization.
  - Performed server virtualization and commissioning.
- Windows Server Decommissioning
  - Lead server decommissioning Engineer.
  - Developed decommissioning process that efficiently moved the request through the decommissioning steps from start to finish, including turnover documentation.
  - Trained Server Deployment Team on the decommissioning process.
- VMWare Guest Builds
  - Performed VMWare Guest server builds and commissioning.
- Windows Server Builds via Alteris
  - Performed Windows server builds and commissioning.
- Security Remediation Project
  - Accessed high risk servers to determine possible security violations and remediated if required.
- User Home Directory Migration
  - Migrated user home directories from file shares to cluster file shares within the project timeline.
- SCM Access and Reports Administrator
  - Security remediation - Provided approved access level to the SCM console for authorized administrators.
  - Security remediation – Managed and assigned engineers to run monthly SOX reports for Windows and Unix servers identified as high-risk security servers. Updated documentation as needed.
- Application Refresh Project
  - Worked with the Application refresh team to determine application end of life cycle and refresh options.
- Citrix Support
  - Lead Citrix support administrator.
  - Developed Citrix Operational Support Turnover document detailing steps of possible resolution for common Citrix issues.
  - Trained Operations support personal to use the Operational Support document.
  - Provided Citrix 2nd and 3rd Level Support assistance as required.

**Sr. Network Administrator**  
**Transnet Corporation**  
**Assignment Location:**  
**March 2003-Oct 2004**

**Schering-Plough Research Institute, Kenilworth, NJ**

Responsibilities

- Performed day-to-day LAN/Systems administration which includes LAN IDs created in NT and Novell; group creation within multiple Domains; access permissions; data restores using ARCserv and TSM; and troubleshooting a wide variety of Networking issues.
- Performed daily remote server administration which includes using PCAnywhere, Terminal Server, and Citrix Network Neighborhood utilities.
- Provided support for Network printing issue via HP Jet Admin and HP Web Jet Admin.
- Performed daily server monitoring.
- Performed weekly Terminal Server maintenance and server reboots.
- Performed Terminal Server builds per the work instruction requirements.
- Provided support for Citrix, NFUSE, Web Interface, and Terminal Server issues.
- Provided Level III Helpdesk support.
- Handled work order requests received in FileMaker and Remedy.
- Assisted with the development and document Work Instruction procedures for Department.
- Participated in weekly Team meetings to discuss issues pertinent to daily operations.

**Network Administrator/Analyst**

**Exxon Company, International, Florham Park, NJ**      **1985-2002**

Responsibilities

- Managed the day-to-day operations of a Microsoft NT LAN TCP/IP environment —Responsibilities included: creating and maintaining userids, shares and local and global group management for 800+ users.
- Established and managed TRUSTs with ExxonMobil Affiliate locations.
- Performed tape backups and restores for 30+ Compaq Proliant servers and Dell servers using Veritas Software and Arcserve Software.
- Created Microsoft Exchange mailboxes and managed user-mailbox space on Compaq Proliant servers.
- Administrator of remote software distribution using SMS 2.0.
- Coordinated the migration of user accounts, data transfers, and personal files for corporate relocation project.
- Activities involved interfacing with systems analysts, users, and management located around the world.
- Change Control Coordination. Duties included receiving change control requests, reviewing requests, and coordinating weekly triage meeting to discuss requests.
- Security Administration—Review security logs for security exposures.
- Participated in data center shutdown at the Florham Park site.
- Migrated user network home directory data to various local and global locations.
- Participated in access admin home directory data migration project located on the Clinton site.