
NETSCALER SPECIALIST RESUME

Sterling Scott
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Career Goal:

A talented Netscaler Specialist seeking to work in a friendly environment where I can freely contribute my skills in SCOM, Keynote and Solarwinds technologies

Technical Skills:

Profound knowledge of administration tools:

- Nagios
- Infinera
- CRM

Good knowledge of Citrix applications:

- Citrix Metaframe XP
- Citrix Provisioning Server
- Citrix Web Interface

Solid understanding of Citrix systems:

- Presentation Server
- XenApp
- XenDesktop

Agile and immaculate in software applications:

- MS Clustering
- Sun Virtual Box
- eTrust Enterprise

Adept in CompTIA apps:

- A+
- Network +
- Strata Green IT

Familiarity with VMware apps:

- VCA-DCV
- VCA-Cloud

Quick and excellent in Dell components:

- DSP
- DCSE

Immense abilities to:

- Work with Linux builds and VMware vCenter
- Understand and use printers and shared performance

Relevant Experience:

Netscaler Specialist
CenturyLink Technology Solutions
January 2012 – Present
Omaha, NE

- Conducted client discussions regarding strategic options.
- Prepared customer account plans and provided profile support services.
- Maintained customer accounts and resolved customer issues.
- Participated in all phases of issue management tasks.
- Evaluated backlogs of open cases of existing customers.
- Generated status reports to management on regular basis.
- Assisted in problem analysis and isolation for enterprise users.
- Documented customer problems and support based issues.

Netscaler Specialist
Fidelis Pro Solutions Inc
November 2010 – January 2012
San Jose, CA

- Developed and managed security as per IT governing policies.
- Analyzed and resolved issues relating to MPLS networks.
- Formulated group policies for Citrix and Netscaler apps.
- Modified and maintained authorization for smart cards and RSA.
- Administered Citrix based appliances such as Access Gateway.
- Resolved misconfigurations and configured load balancing of servers.
- Supported Netscaler utilizing firewalls and content filtering devices.
- Installed and managed SSL and VPN solutions for extranet connectivity.

Educational Background:

Master's Degree in Information Technology
North Central Kansas Technical College
August 2008 – May 2010
Beloit, KS

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