ROHIT KUMAR

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Career Objective

Proficient individual holding extensive experience in Citrix administration in both smaller and larger business and corporate environments.

Academic Qualifications

Qualification/Degree	School/College	University or Board	Year	Percentage/CGPA
B. E. (ECE)	Chitkara School Of Engineering & Technology	Chitkara University (H.P)	2015	6.84
Class XII	Bhartiya Vidya Mandir Sen. Sec. school.	STATE BOARD	2011	68%
Class X	Navyug Public High School	STATE BOARD	2009	67%

Work Experience

1. **Current Employer: HCL Technologies**
   Duration: Feb'2023 to Till Now
   Job Profile: Senior Specialist
   Location: Noida
   Project: PepsiCo Global
   Key Responsibilities:

   - Set up and maintain the Citrix environment for optimal performance
   - Create user profiles for new and existing users with appropriate settings
   - Monitor the health of Citrix Infrastructure to ensure quality and availability
   - Generate daily and weekly performance reports
   - Review and recommend new software and update existing network software
   - Maintain and track server performance data and generate related reports
   - Analyse system operations to ensure better end-user experience
   - Assign Citrix incidents and perform troubleshooting steps to resolve the tickets in timely manner
   - Effectively deploy machine catalogue update
   - Responsible for monitoring and maintaining Citrix Servers which includes 20000 plus user base and more than 700 plus applications.
   - Configuration of Citrix server policies and load management
   - Expertise in creating servers and publishing applications to users in Citrix XenApp
   - Adept at identifying and resolving system and network issues in a timely manner
   - Hands on experience in resolving Citrix printer issues
   - Responsible for creating test environment in Citrix for production team to test their applications

- Define group permissions, create local and global groups with account policies using enterprise administrator
- Design and implementation of Microsoft Active Directory
- Responsible for configuring, patching, upgrading, and maintaining server and workstations
- Coordination with Application, Network and Security teams

2. **Previous Employer: Reliance Jio.**
   Duration: Nov'2017 to 03 Jan'2023
   Job Profile: Senior Executive
   Location: Himachal Pradesh
   Project: Inhouse – Reliance Jio
   Key Responsibilities:

- Cater to new requests regarding applications publishing, maintaining proper health of citrix infrastructure as well as to work on issues faced by users.
- Installation and Configuration of XenApp/Xen Desktop 6.5 and 7.5 and 7.6,7.15 servers, 1912
- Publishing applications/desktop as per client's requirements. • Administration of Citrix XenApp/xenDesktop servers. • Assign, modifying application access to the users.
- Review the event viewer for error logs and troubleshooting accordingly.
- Install, maintain, and monitor all the CITRIX XenApp/xendesktop servers and checking time to time whether servers are up to date or not (in respect to rollup packs and hotfixes).
- Managing CITRIX farms from their respective management consoles.
- Working on new client requirement(planning and implementing over citrix).
- Managed Azure Servers used in Citrix environment (100-150 servers)
- As a part of troubleshooting explored AD , have done related to AD like moving servers to the right OU , also creating AD groups and adding members for desired roles.
- Building VM's(2000,2003,2008 ,2012 and 2016)
- Creating/deleting/disabling/resetting/unlocking user's AD accounts.
- Administer and maintain end user accounts, permissions and access.
- Installing software required by clients on the servers.
- Working on issues faced by users on day-to-day basis.
- Working on alerts related to space issues, CPU, Memory etc.
- Responsible for Approx. 6500 users , approx. 100 applications in Citrix and more than 300+ vdi.
- Responsible for VOLTE KPI Analysis & improvement.
- Responsible for daily RF KPI like Payload tracking, Throughput, VDR, CQI, PRB utilization, MCR, HOSR & RRC setup success rate.
- Responsible for conducting drive test of new site and cluster and do analysis with the help of XCAP VUZE.
- Responsible for all RAN plan events (Raise PE in the HPSM portal, Execution and implementation and after Execution Check with LSMR Audit)
- Responsible for Capacity Solution against high PRB utilized cells.
- Responsible for CQI improvement and Degradation analysis.
- Cluster optimization with respect to RF Parameters
- Alarm monitoring for Cluster Drive Test.
- Changing database parameters e.g. electrical tilt, physical cell id, Neighbour addition or deletion & validation etc.
- Responsible for VOMA (VoLTE Muting) analysis and other VOMA activities.
- RF Optimization KPI Monitoring and coordination with Field Team.
- Validation of RF Activities done by field team like ET, MT changes.
- Responsible for resolving customer Complaints.

3. **Previous Employer: Integrated Wireless Solutions.**
   Operator: Ericsson India.

Duration: July'2017 to Nov'2017
Job Profile: RF Engineer

- Verify Accessibility (CSSR -Voice, Video, PS; RRC/RAB Establishment & Failure), Retainability (CCSR-Voice, Video, PS; Drop Call- CS, PS)
- Integrity (PS, HSDPA Throughput) and Mobility (Soft Handover, IRAT),Assign Drive Test schedules and resolve coverage & quality related complaints.
- Responsible for Site Optimization LTE/WCDMA KPI improvement, statistic analysis, cell wise parameter adjustment.

4. **Previous Employer: Cell Asia Ltd.**
   Operator: Idea Cellular Ltd.
   Duration: Oct'2016 to May'2017
   Job Profile: RF Engineer

- Responsible for Optimization through Drive Test also handled activities like TRAI Drive, MRO Testing, EMF testing.
- Responsible for maintaining KPIs through optimum change in Antenna Azimuth, Height & Tilt Planning.
- Analysing Interference, Call Drops, Handover failures, Rx Quality, Rx Level, Frequency and generating RF parameters Plots using MapInfo, Defining Neighbour , Optimizing after analysing.
- Determine problem sites by using network key performance indicators (WINFOIL, WINCOMM, and AMCOM, RNO TOOLS) and drive test dataetc.
- 2G, 3G, 4G, U900 and G+L Technologies handled during the entire tenure in the organization. Having good knowledge of 2G, 3G, 4G

5. **Previous Employer: Uniinfo Telecom Services Ltd.**
   Operator: Videocon Telecom Ltd.
   Duration: July'2015 to August'2016
   Job Profile: RF Engineer

Responsible for Site Optimization. Handled activities like **MRO Testing, SCFT Drive**. Responsible for maintaining KPIs through optimum change in Antenna Azimuth, Height & Tilt Planning, Analyzing Interference, Call Drops, Handover failures, Rx Quality, Rx Level, Frequency and generating RF parameters Plots using MapInfo, Maintain and Optimizing after analyzing and defining Neighbor etc

2G (1800) Technology handled during the entire tenure in the organization

Key Responsibilities:

Optimizing, analyzing and improved performance of GSM& WCDMA, VOLTE network per client specification.

Monitored and analyzed statistical and drive test data to improve system performance indicators such as dropped calls, blocked calls, CO ARFCN BCCH & TCH Frequency, orientation failures and hand-off features. Analysed the

Drive test log files using TEMS Investigation. Find the swap, interference in the site

During the optimization &resolve the swap. Missing neighbours, soft handover using drive test data. Extended support to C++ framework and executed related queries.

- Recommended site upgrades and proposing new site after analysis of coverage issue. Increase Coverage by skewing sectors, down tilt/up tilt, power increase/decrease down tilling of antennae and reorientation for increasing performance of GSM,WCDMA & VOLTE Antenna
- Determined problem sites by using network key performance indicators (WINFOIL, WINCOMM, and AMCOM, RNO TOOLS, OSS, JCP, LSMR) and drive test data.
- Handle customer complaints very effectively
- Ensured that all design specifications are followed in production process

Key Skills/Tools & Software Expertise

- Xen app and Xen desktop
- Service Now
- MyComm, JCP, LSMR, HPSM, Site forge, XCAP-VUZE, Investigation (13.1), TEMS discovery, NEMO.
- Map-info, Google earth.
- Basic knowledge of AWS
- VPC, EC2, Autoscaling, Route53, Load Balancer
- Basic knowledge of C/C++, DBMS
- CDN, Basic Linux Monitoring, Cloudwatch
- S3, Apache
- IT Skills: Well versed with MS Office (Microsoft Word, Microsoft Excel, and Microsoft Power Point).

Declaration:
I do hereby declare that all the above information given by me is true to the best of my knowledge.

Place:-Ludhiana, Punjab
Date:-04/01/2023

(Rohit Kumar)