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Paul V. Krueger

Experience Summary

Versatile technical engineer and leader with cross-platform experience in infrastructure architecture, installation, implementation, integration, security and management of LAN and WAN.

Proven abilities leading technicians in on-time project implementation, network administration, copper and fiber implementations, systems installation, and client/server support of Unix, thin clients and MS Windows 9x/NT based systems. In depth knowledge of Citrix Presentation Server and application deployment technologies.

My goal is to be part of a growth oriented company, utilizing my technical skills and experience. I would strive to grow in a position that leads to IT project management.

Experience

Black Box Network Services

Minnetonka, MN 55343

(July 2005 – November 2005 Consultant)

(November 2005 – Current)

Operating System Analyst III

- Maintain Citrix MetaFrame XP FR2 and FR3 server farms delivering corporate applications to 1500 users. Applications being delivered include MS Office suite, financial applications, and call center / technician deployment software.
- Migration of applications from Citrix MetaFrame 1.8 running Windows Terminal Services on NT4 to Citrix MetaFrame XP FR3 running on Windows 2000. Reliability and availability of the applications was improved.
- Design Citrix Presentation Server 4.0 farm on Windows 2003 for implementation of applications acquired through corporate acquisition. Application performance was greatly improved due to the multi-zone implementation of Presentation Server. All servers in the farm are IBM HS-21 Blades.
- Perform daily backups of all servers in the datacenter and all remote site servers. Validation of backups and ability to restore from tape. Database restores from tape are frequently performed to refresh test and development data.
- Maintain all battery backups for 18 facilities including three sites in Canada.
- Implement security changes to comply with the Sarbanes-Oxley Act requirements. Microsoft Active Directory was used to modify user accounts and group membership for access to critical data.

CaDan Corporation

Eagan, MN 55122

(March 1997 – April 2005)

Network Administrator / Technical Supervisor (8/2001 – 4/2005)

- Designed and implemented Exchange 2003 and Active Directory services for a multi-campus school system. Managed Exchange 2003 and 2000 for 12 customers ranging in size from a small office environment to a mid-size educational facility consisting of approximately 1000 users.
- Supervised seven technicians and scheduled onsite and in-house service calls for customers. Supported field technicians by phone to assist with unfamiliar situations which in turn improved the technician's abilities and comfort.
- Designed and implemented network infrastructure utilizing TCP/IP, DHCP, DNS and WINS for server and workstation environment following planned timelines and schedules that fit within the SLA of the organization.

- Engineered a beginning-to-end Citrix solution providing applications to Sun Microsystems' thin clients. Reconfiguration and management of 20 Sun E420 servers hosting 300 thin clients was required for project completion. Thin clients had access to Citrix applications and internet access through Netscape with a CacheFlow content filter appliance.
- Installed WAN connections between four school buildings to centralize data access for 80 teachers and 900 students. Content ranged from intranet access to SQL applications that connected to online reporting for student data to the State of Minnesota. Programmed Cisco routers and switches to connect remote sites over point-to-point T-1 telco communications. Secured internet access and direct email server connections with Cisco access control lists and IP filtering.

Production Manager (10/2000 - 8/2001)

- Primary responsibilities consisted of obtaining system orders and prioritizing system builds for a production staff of three technicians.
- Trained four new employees on procedures and methods of integrating computer components following best practices from CaDan experiences.
- Performed onsite services of workstations and servers for clients. Services ranged from installation and configuration of servers and workstations for network communications to diagnostics and repair of computers.
- Designed and implemented WAN and LAN infrastructures including Internet connectivity for workstations and corporate servers for data and application access.

Technical Support Manager (4/1998 - 10/2000)

- Trained two new technicians on system repair policies and procedures.
- Troubleshoot hardware, software, CaDan custom computers and manufactured systems.
- Interim support for Compaq servers, workstations, IBM ThinkPads and HP LaserJet Printers on contract.
- Designed desktop lockdown policies for Windows NT 4.0 and Windows 95/98 computers. These policies allowed access to only approved applications, removed all items from desktop and removed access to all local peripherals resulting in fewer helpdesk calls, less downtime and lower repair costs.
- Designed, upgraded and implemented office systems, networking and printing priorities.
- Led a staff of three technicians and allocated them to positions which paired their respective strengths to customers' needs, thus improving customer satisfaction.

System Assembly Technician (3/1997 - 4/1998)

- Assembled computer workstations and servers.
- Repaired non-functional computers.
- Performed upgrades and installed drivers.
- Discussed hardware and software advantages and disadvantages with current and potential customers.

Best Buy Co.
Burnsville, MN 55337

Computer Repair Technician / Computer Sales Product Specialist

- Organized and setup technical service workbench.
- Designed a schedule to provide a technician on staff during all open hours.
- Maintained a budget for tools and equipment.
- Specialized in computer and printer sales.

Education and Professional Certifications

PC/LAN Certificate Brown Institute, Minneapolis, MN	October 1995
Citrix Certified Enterprise Administrator (CCEA)	December 2004
Citrix Certified Administrator (CCA)	November 2004
IBM e-Server Certified Specialist	October 2001
HP Accredited Systems Engineer (ASE)	October 2001
HP Accredited Integration Specialist Proliant / Windows NT 4.0 (AIS)	October 2001
HP Accredited Integration Specialist Desktop / Workstation	November 2001
Microsoft Certified Systems Engineer (MCSE)	December 2000
Microsoft Certified Professional (MCP)	October 2000
CompTIA A+ Service Technician Certification	April 1997