

# Khadar Geddi

Insightful, ambitious and dependable IT professional with over 10 yrs experience at fast paced corporate environment

St Paul, Mn | 650-741-8090 | [kgeddi@gmail.com](mailto:kgeddi@gmail.com)

[in linkedin.com/in/kgeddi](https://www.linkedin.com/in/kgeddi)

## Work experience

### Application Administrator

09-2018 - 10-2020

#### IntelliSwift/Oracle

- Worked closely with the Oracle Cloud Application sales team.
- Day-to-day administration and upkeep sales reps, perform Demo partners
- L3 Support for escalations and issues related to the application, network
- WYSE, Performing audits and analysis of virtual machines, WDM web console

### System Administrator

03-2016 - 09-2018

#### PayPal

System Administrator for PayPal VDI/Citrix team(L3)

- Day-to-day administration and upkeep with environment of 6,000 end users and 1,000 endpoints – a team of 30
- Manage Windows Servers & Citrix Environment, Wyse(WDM) Work with global colleagues to provide globally consistent processes and procedures
- Ensure system high-availability and achieving 95% positive rating.
- Worked closely with other internal teams like DBA, Infosec, NetSec Network teams.
- Performed security patches and updates for servers, workstations, and devices, accounts, rights, groups, security and audit policy with AD
- Monitored and updated OU, GP, user groups and permissions, using Active Directory
- Projects; POC's, vulnerability remediation, AD clean up, new partner onboard
- PowerShell Scripting, patching, servers remediation, weekly reboot
- Technologies worked with: VMware vSphere vCenter, Infoblox, Citrix, XenApp, XenDesktop, Studio, Director, HP ProLiant, MPLS network, Remedy, Office 365, Azure, Intune, AWS, Box Cloud, Wyse, IGEL

### Information Security Analysis

04-2015 - 03-2016

#### eBay

Worked in the Security Operations Center(SOC) critical 24/7 security incident response team

- Responsible for identifying potential and current cyber threats and actively working to prevent or eliminate threats.
- Mainly involved in monitoring, analysis and front-line investigation of cyber security risks that impact our brands and consumer safety within a broader team mandate around information security practices. Monitor team DL for escalations.
- Remedy ticketing system monitor and resolving issues in timely manner
- Technologies worked with: Splunk, FireEye, Citrix, AD, Beam IT, Jira

### Desktop Support Supervisor

05-2013 - 04-2015

#### CSC/eBay

L2 Desktop Support Site Lead San Jose, CA Provide

- Provided timely tier-II support and resolved tickets related to hardware, software for 13,000 users, WYSE users supported

## Areas of Skills

### Technical Support



Experience Both Windows and Mac . Citrix XenDesktop Xenapp, Thin Client IGEL & Wyse WDM. Active Directory. Remedy, Service NOW. Microsoft Server. O365, AWS, Azure, Box Cloud storage , VMware vSphere & esxi, WYSE WDM

### System administration



AD, Win Servers, Server, Network TCP/IP, Security patches updates ,VMware vSphere vCenter, Infoblox, Automation, Splunk, Citrix Studio, Director, Cisco UCS, & iLo, MPLS network, ITSM, ServiceNow, WYSE, WDM, Office 365, Azure, Intune, OneNote, VisionApp, CMD, Wyse, workfront, Oracle Cloud

### Virtualization



VMware ESXi 5.0, vSphere, vCenter, Citrix Cloud, Xenapp, XenDesktop, Fusion, Workstation. Citrix Studio, Director.

## Certifications

CompTIA A+, Network+, CCENT

Apple Certified Mac Technician

Cisco CCENT Completed

Microsoft Server Win 2012 Completed.

- Manage remote 3 buildings and 3 IT personals. New Hire welcoming orientation,
- Advanced knowledge of Windows xp, 7 and 10, Skype for business.
- Utilize Active Directory to manage user/computer accounts Troubleshoot/Support for Windows and Mac OSX clients. Microsoft Azure, Intune
- Imaging SCCM, Casper, Manage and monitor Remedy ticketing system, VOIP
- Managed and maintained company assets, including Mobile devices.

## Education

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Computer Network	2014 - 2015
Heald College	
Milpitas CA	

Mission College	2004 - 2006
Associate Art	
Santa Clara, CA	