**Leon Boxdale**

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**PROFESSIONAL SUMMARY**

**IT Leader**

* Collaborate with senior managers to develop technical resource allocation strategies and realize cost-savings’ gains of $50,000 for internal development
* Directly supervised 10 IT Support professionals and oversaw a call center consisting of 150 employees, improving resolution of internal and external clients’ technical issues by 10%
* Create manuals and scripts to convey information to both technical and non-technical personnel, ensuring recipients’ knowledge clarity

**Project Management Acumen**

* Implement IT projects for numerous public and private sector clients, growing employer revenues and facilitating business referrals
* Complete projects 95% under budgeted costs and prior to completion deadlines

**Public Trust Clearance**

* Trouble Shooting & Support Repair and Isolation Client Relations
* Staff Training & Development Client Management M&P Process Improvements
* Asset Management Team Leadership Disaster Recovery Testing

**PROFESSIONAL EXPERIENCE**

**Technical Integrator Engineer** 12/2019-present

ASM Research, Greenbelt, MD

* Deliver daily operational support in the Citrix environment to VDI Architect and senior engineers, improving monitoring and management of Enterprise Desktop and VDI Virtualization technologies by 75%
* Troubleshooting expertise: I detect and analyze issues, such as web interface, application enumeration and performance issues, printing and provisioning issues challenges, resolving 95% of challenges without further escalation
* Quickly identify internal and external clients’ challenges and provide clear directions using non-technical terminology. This facilitates informational clarity and lessens clients’ repeat calls about the same issue.
* Train and mentor Level One Technicians on effective responses to end users’ issues, improving client satisfaction by 50%
* Write internal articles and issue resolution manuals to codify best practices and provide Level 3 troubleshooting workflow information. I’ve improved standardization of troubleshooting activities by 35%

**Citrix Engineer** 5/2018-7/2019

Ochsner Health System, New Orleans, LA

* Identified and championed opportunities to redesign business processes, improving technological efficiencies by 45%
* Led the migration of 400 applications from Citrix XenApp 6.5 into XenApp 7.15 LTS, saving $30,000.

The migration encompassed four (4) distinct geographic locations, 300+r 300 servers and four (4) different farms.

* Provided 24/7 on-call Level 3 troubleshooting support in the enterprise Citrix environment, improving the speed and accuracy of internal/external client resolutions by 45%
* Spearheaded communication of system changes requirements to both technical staff and end-users, ensuring that the information was consistent and easily understood
* Trained Level One Technicians to ensure knowledge completeness and uniformity in troubleshooting support
* Conducted disaster recovery testing to assure systems’ and applications’ integrity and security
* Published Epic applications in presentation server and assured their 100% connectivity
* Conducted capacity planning and determined the decommission and reallocation of servers. This improved resource allocation effectiveness by 45%.

*Promoted to:*

**Virtualization Engineer** 8/2016-5/2018

Secure-24, Southfield, MI

* Conducted technical training for 200 Tier 1 technical staff, increasing organizational intellectual capital by 25%
* Deployed, tested, and documented development, pre-production and production environments, ensuring the environment integrity and security
* Taught new Engineers VDI Technology, increasing their individual performance contributions
* Upgraded Citrix Environments, conducted health checks, published new Applications, provisioned new desktops, and resolved 100% of customer outages.
* Provided Level 3 support in the enterprise Citrix environment, enhancing internal/external client service quality by 40%

**Security Analyst** 10/2014-8/2016

SECURE-24, Southfield, MI

* Oversaw Active Directory and account management activities, improving veracity of user access by 65%.

I created new users, provided rights to groups, and removed users.

* Executed stellar Tier 3 support, including: Monitoring incoming server alerts; Data center management.

I resolved 50% of issues before escalation to Engineers.

* Researched and implemented system projects, saving 15% on prior system inefficiencies
* Created IT documentation and network support best practices for internal IT customers and business partners. This provided consistency in IT support methods.

**IT Consultant** 9/2012-6/2014

Stefanini IT Solution, Southfield, MI

* Executed IT projects for corporate clientele, garnering three (3) new contracts
* Completed projects in significantly less time than expected
* Built, upgraded, and supported Microsoft Windows HP Servers. I maintained all server documentation, built and racked machines, attached networks and power, and configured new hardware for JPMorgan Chase.
* Completed a PC refresh deployment for Axa Advisors, including imaging and rolling out Windows 7 software update, tracking/documenting migration issues, and facilitating disposal of old PC’s
* Installed and upgraded systems, implemented virus detection/elimination, fixed system failures, and troubleshot issues for Covance
* Oversaw system security assurances and resolved trouble tickets for Detroit Public Schools

**Technical Solutions Representative II** 3/2011-3/2012

EDS, Pontiac, MI

* Implemented Service Level Agreements 100%. I provided troubleshooting support to end-users to resolve their software challenges.
* Reset passwords; Isolated remote desktop issues; VPN/certificate renewals; Set up/restored security

certificate for home setup for remote users

* Trained end-users on how to use software, lessening the likelihood of repeat calls about similar issues

by 50%

**ABS Level II Tech Support** 2/2010-1/2011

CAVALIER LLC, Southfield, MI

* Identified and resolved 100% of ISP issues, necessitating significant knowledge of DSL, T1, ISDN, VPN, web hosting, email hosting, and dialup technologies
* Subject Matter Expert: SONET; DWDM; Transport equipment/switching; Soft switches; VoIP gateways/IP; Routers; ATM / access; Digital cross connect equipment

**EDUCATION**

**B.S. in Cybersecurity**

**Information Systems**

ITT Technical Institute

Dearborn, MI

**TECHNOLOGICAL COMPETENCIES**

* Networking Protocols: TCP/IP; DHCP; DNS; FTP
* Active Directory; Virtualization; Vmware; VMware vcenter
* Operating Systems: Windows 7,8,10; XP
* Servers: 2003/2008/2012; 2016
* Citrix Tools: Citrix CDF Monitor; Citrix Director; Citrix Studio; Citrix Provisioning Services
* Security Tools: Wireshark,Cylance
* Microsoft Tools: Procmon; Treesize
* Software: MS Office Suite; MS Project; MS Visio; Outlook 365; SharePoint; Epic; ERP;

Citrix Software XenApp/Xendesktop