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DRAGOS MADARASAN



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EXPERIENCE

Amazon Web Services AB

- | | | |
|--|--------------------------|-----------------------|
| Consultant, Professional Services | Stockholm, Sweden | 2018 - current |
| <ul style="list-style-type: none">• Collaborate with AWS field sales, pre-sales, training and support teams to help partners and customers learn and use AWS services• Deliver on-site technical engagements with partners and customers• Establish trust with Enterprise Customer's Technical Leadership, both at executive and operational levels (IT managers, developers, sysadmins, architects, etc). | | |

Amazon Web Services

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|--|------------------------|--------------------|
| Cloud Support Engineer | Dublin, Ireland | 2015 - 2017 |
| <ul style="list-style-type: none">• Cloud Support Engineer in AWS Premium Support Windows Team, providing support for EC2, EBS, IAM, Directory Services, WorkSpaces and WorkMail• Updated Windows profile specific documentation and helped train new hires• Passed workshop accreditation for AWS trainer and performed five Architecting on AWS trainings• Created public facing documentation for troubleshooting Amazon WorkSpaces Application Manager• Developed scripts and narrated on-camera two videos for the AWS Knowledge Center Videos initiative• Worked with Solution Architects team to add Exchange 2016 support to AWS Quick Start Reference Deployment for Microsoft Exchange Server | | |

Endava

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|--|--------------------|--------------------|
| Senior Systems Consultant | Cluj/London | 2011 - 2015 |
| <ul style="list-style-type: none">• Hired as Support Engineer, transitioned to Sr. Support Engineer then to Senior Systems Consultant• Upgraded SCCM to 2012 and streamlined machine build/refresh time reducing deployment times by 80%, cost savings approx. £3500 over 18 months (SCCM+MDT+LTI)• Migrated vCenter from 4.X to 5.1 and patched 30+ hosts in 3 high availability clusters• Implemented VMware Site Recovery Manager for 3 customers (recovery plans design, asynchronous storage level replication configuration and storage redesign to accommodate SRM)• Deployed Lync 2013 and migrated 1700 users and 500 VoIP phones• Performed firmware upgrades as part of storage refreshes (Dell, HP, 3PAR, IBM, NetApp hardware) | | |

in large datacenter environments

- Designed and implemented Simpana CommVault as a backup solution for 250+ virtual machines
- Designed and implemented a scalable WSUS solution for 3000 users across 5 geographic regions

Windows Tools Administrator

Emerson Electric Co.

2011 – 2011

- Provided Level 3 support for a Windows Server 2003 – 2008 R2 environment of 800 servers (20% physical, 80% virtual)
- Maintained 99.6% availability for a 50 server Citrix XenApp 4.5-6 infrastructure with 7 farms in the backend and 30+ published applications
- Escalation path for any issues not resolvable by Service Desk

Technical University of Cluj-

System Engineer

Napoca

2009-2011

- Consolidated number of servers from 4 to 3 and number of Active Directory forests from 2 to 1 while maintaining a redundant network of 2 Domain Controllers/DNS servers
- Simplified management by consolidating on Windows Server 2008 R2 down from 3 OS (NetBSD, Ubuntu, Server 2003)
- Deployed System Center Configuration Manager 2007 to manage Software Deployment for 50 workstations and 30 laptops
- Deployed SC Data Protection Manager 2010 to backup user files, network shares, SQL databases and Active Directory state
- Reduced the time to re-image 30 class computers from 2 days to 2 hours by leveraging Operating System Deployment (Configuration Manager), PXE boot and multicast.

EDUCATION

Bachelor of Science, Computer Science

Technical University of Cluj-Napoca

Cluj-Napoca, Romania

- 2011

Bachelor of Arts in Business Administration

Babes-Bolyai University

Cluj-Napoca, Romania

- 2010

TECHNICAL EXPERTISE

Accomplishments

- AWS Certified Solutions Architect – Associate, Professional
- AWS Certified SysOps Administrator - Associate
- Microsoft Certified Solutions Expert (MCSE) – Cloud Platform and Infrastructure
- Microsoft Certified Solutions Associate (MCSE) – Server Infrastructure

PUBLICATIONS & COMMUNITY

- How to Deploy Local Administrator Password Solution with AWS Microsoft AD ([AWS Security Blog](#))
- Personal blog – <https://dragos.madarasan.com/blog>
- Co-author of Troubleshooting Citrix XenApp (PacktPub, 2015)