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DRAGOS MADARASAN



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EXPERIENCE

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| Cloud Support Engineer | Amazon Web Services | 2015 - current |
| <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 six 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 | | |
| Senior Systems Consultant | Endava | 2011 - 2015 |
| <ul style="list-style-type: none">• Hired as Support Engineer, promoted to Sr. Support Engineer in 2013, later to Sr. Systems Consultant• Resolved complex problems escalated from Level 1/Level 2 support on Windows Server, Active Directory, Exchange, CommVault, Hyper-V, VMware and Citrix• Streamlined machine build/refresh time reducing deployment times by 80%, cost savings approx. £3500 over 18 months (SCCM+MDT+LTI)• Created over 10 PowerShell scripts for custom tasks and reporting• Reduced size of Sysvol by replacing software deployment Group policy objects with Configuration Manager Software Distribution, reducing Domain controller promotion time by 35%;• Performed firmware upgrades and hardware maintenance (Dell, HP, 3PAR, IBM)• Following Incident / Change Management according to internal and ITIL/ISO 27001 best practices• Uploaded over a dozen Knowledge Base articles on intranet and received the trimestral KB Hero award. | | |

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)
- Technical reviewer for Citrix XenApp 6.5 Expert Cookbook (PacktPub, 2014)
- Technical reviewer for Microsoft SCCM High Availability and Performance Tuning (PacktPub, 2013)