

Dublin, Ireland
+353 (0) 85 828 0058
+40 (0)723 487 677
dragos@madarasan.com

DRAGOS MADARASAN



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EXPERIENCE

Cloud Support Engineer **Amazon Web Services** **2015 - current**

- Cloud Support Engineer in AWS Premium Support Windows team
- Providing support for EC2, EBS, IAM, Directory Services, WorkSpace and WorkMail
- Updated Windows profile specific documentation and helped train new hires

Senior Support Engineer **Endava** **2011 - 2015**

- 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 – Professional Level
- Microsoft Certified Solutions Expert (MCSE) – Server Infrastructure
- Microsoft Certified Solutions Associate (MCSA) - Windows Server 2012, Windows 7
- Google Apps Certified Deployment Specialist #336 (expired)
- Cisco Certified Network Associate (expired)

PUBLICATIONS & COMMUNITY

- 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)