

# Raymond M Kain Jr.

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## Computer Expertise

- Hardware:** Dell Desktops, Dell Servers, Barracuda Load Balancer, Barracuda Web Filter, Cisco IronPort Email Security, Citrix Access Gateway, Citrix Netscaler, Dell Kace Patch Management
- Operating Systems:** Windows 2000, Windows XP, Windows Vista, Windows 7, OS X, ubuntu 10, Windows Server 2000, Windows 2003 Server, Windows 2008 Server, Windows 2008 Server R2, VMware ESX 3.5, VMware ESX 4, Citrix XenServer 5.5, Citrix XenServer 5.6, Citrix XenServer 6
- Protocols:** DHCP, DNS, FTP, HTTP, LDAP, SIP, SMTP, SNMP, SSH, SSL, WINS
- Software:** Adobe Acrobat, Adobe Creative Suite, Citrix Presentation Server 4.5, Citrix XenApp 5, Citrix XenApp 6, Citrix XenApp 6.5, Citrix XenDesktop 4, Citrix XenDesktop 5, Citrix XenDesktop 5.5, Microsoft Office 2003, Microsoft Office 2007, Microsoft Office 2010, Microsoft SharePoint 2003, Microsoft SharePoint 2007, Microsoft SharePoint 2010
- Programming Languages:** Kix, PHP, VB, VB Script, SQL

## Professional Development

- Certifications:** Citrix Certified Advanced Administrator (CCAA): XenApp 6.5 Advanced Administration  
Citrix Certified Administrator (CCA): XenServer 5.6 Administration  
Citrix Certified Administrator (CCA): XenDesktop 5 Administration  
Citrix Certified Administrator (CCA): XenApp 6.5 Basic Administration
- Microsoft Certified Technology Specialist (MCTS): Windows Server 2008 Active Directory, Configuration  
Microsoft Certified Technology Specialist (MCTS): Windows 7, Configuration
- Subject Matter Expert:** Helped develop Citrix Exam A24: Citrix XenServer 5.6 Basic Administration Exam. Was one of ten people selected from applicants from all around the world.
- Helped develop Citrix Exam A26: Citrix XenServer 6.0 Basic Administration Exam. Was one of six people selected from applicants from all around the world.
- Mentoring Program:** Certified Mentor at Empire Education group. Help train new employees on Internal Policies and Procedures

## Professional Experience

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## Systems Administrator

July 2007 – Present

Empire Education Group – Pottsville, PA

- Promoted in July 2010 to System Administrator Level II
- Supported 190 servers both Physical and Virtual
- Supported 1700 users at 108 offices
- Lead Migration of physical XenApp 5 servers to Virtual Provisioned Servers
- Lead Migration of Company portal from SharePoint 2003 to MOSS 2007
- Lead Migration of Company portal from Moss 2007 to SharePoint 2010 Enterprise
- Lead Migration of 32 campus to SSL VPN from IPsec VPN
- Help Move 30 Physical Servers over to VMWare
- Reduced company power cost by powering down servers at night when not in use
- Managed and Maintained Citrix Presentation Server/XenApp Farm
- Brought in Citrix XenServer for testing and for deployment for XenDesktop
- Helped in design of virtual infrastructure with VMWare and XenServer

## Computer Technician / Help Desk

September 2005 – July 2007

Signature Systems Inc – Newtown, PA

- Supported 1200 Customers nation wide
- Designed and implemented solutions based on customer needs
- Helped Design in house software to connect to customers from single web console

## Computer Consultant

May 1999 – Present

Independent Contractor

- Custom Built Computers, and Hardware & Software Installation
- Network Design and Implementation of wired/wireless networks
- Technical Support – Windows 95, 98, ME, 2000, & XP, Vista, Windows 7, OS X

## Education

### B.S Degree in Data Communications and Networking Concentration

August 2001 – May 2005

Pennsylvania College of Technology – Williamsport, PA

- Network Administration – Windows 2000 & 2003 Server, Novell Netware 5, TCP/IP
- Enrolled & Completed Cisco Network Academy Program
- Programming – C++, HTML, Java Script, & ASP

### A.A.S Degree in Computer Information System Networking and Technical Support

August 2001 – December 2004

Pennsylvania College of Technology – Williamsport, PA

- Computer Maintenance
- Technical Support