**Rich Lemmermann**

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**Professional Experience**

**Crouse Hospital** Syracuse, New York

Senior Systems Engineer April 2013 - present

* Provided System and Application availability to highest quality for Patient Care (~200 systems)
* Implemented Citrix Replacement with Microsoft Remote Desktop Gateway with RemoteApps
* Support Citrix Presentation Server 4.5/5/6.#
* Kept Citrix patches as close to up to date as could be tested
* Rolled out and supported several new Citrix XenApp 6.5 farms for silo'd application servers
* Windows Server 2000, 2003, 2008/R2, 2012, 2014, 2016, 2019,2022 advanced server admin
* VMware usage: Creating guests, snapshots, host/datastore migrations
* Upgraded AD 2003 to 2008 R2 to 2016 functional level
* Primary Group Policy (GPO) Admin. GPO Clean up (always in process)
* Application packaging for GPO
* All aspects of Active Directory management, DFS Admin, DNS, DHCP. Little NPS
* Helped maintain AD security consistency and automation
* Helped maintain all aspects DNS (internal and external)
* Set up and configure Active Directory Federated Services (ADFS) with Vendors
* Setup and maintained DUO multifactor authentication
* Set up and maintain Citrix NetScaler for Load Balancing
* DBA over 10 SQL servers (including 3 SQL Clusters): SQL 2005;2008/R2;2012;2016;2017;2019
* Migrated many DB's over to SQL 2012 from SQL 2005 and SQL 2008/R2 (ca 2018)
* Migrated SQL Cluster of 100+ DBs to new 2019 Cluster from a 2012 Cluster (2024 Q3)
* Work with and configure SQL AlwaysOn.
* Maintained security in SQL
* Heavy TSQL writing and executing with Stored Procedures, Views, and Functions
* Vendor liaison for SQL issues
* Amazon S3, StorageGateway, EC2, and Workspaces
* Visual Studio 2010/2015/2017/2022, Heavy VB.Net and VBscript and Command Line scripting for many tasks
* Part of the Exchange 2010 upgrade from 2003
* Supported Exchange Server 2003,2010
* IIS 2000 through current 2022 administrator
* Configure IIS with IIS URLrewrite to ensure HTTPS
* Certificates – OpenSSL – all formats. Request, Convert and Apply
* Apache/mySql/PHP – LAMP stack on \*nix
* WordPress deployment and administration
* Support Microsoft Office 2016/2013/2010, and before
* Wrote software (VB.NET) and Outlook plugins to help bridge-the-gap for boxed-product lack of features
* Entry level ksh88 developing
* Wrote several RSS feeds for monitoring systems like failed SQL jobs, Sophos Threats
* AV and virus containment/recovery
* Mentor for HelpDesk and Jr/Mid Level Admins
* \* Making cost-effective decisions, scripts, and automations

**POMCO Group**, Syracuse, New York

Senior Systems Engineer May 2006 – April 2013

Knowledgeable Senior Engineer with over 12 years’ experience in all phases of Software Installations, Upgrades, Technical Support, Application Support, “Creative Solutions” for problem some tasks, Virtualization and SDLC.

**Key Achievements**

* Upgraded Citrix MetaFrameXP servers to Presentation 4.0
* Upgraded Citrix Presentation 4.0 servers to Presentation 4.5
* Designed and Implemented a New Citrix XenApp 6.5 Farm on Windows Server 2008 R2 (from the ground up)
* Upgraded Citrix Secure Gateway to the latest version and configured it for use with both Farms.
* Introduced Citrix Provisioning Services by using 19 HP Blades
* Introduced Citrix Streaming Applications
* Maintained responsibility for 160 physical (HP Proliant G2-G6) and approximately 60 virtual machines.
* Upgraded Microsoft Exchange Server from Exchange 2003 to Exchange 2010
* Upgraded OpenText RightFax from version 9 to 10.5 (by going through the couple versions between)
* Installed and configured Numara Track-IT! HelpDesk solution. Wrote many scripts to query out historical data from the Track-IT! Database. Also have developed scripts to add Work Orders and Notes
* Maintained and performed at minimum 10 upgrades since 2006 to the Riskmaster application for the Worker’s Compensation Division. Created many scripts to help efficiency in their workflows
* Installed and configured Ektron CMS
* Upgraded Microsoft Office to 2010 in Citrix Env which required additional scripts for MAK licensing
* Extensive SQL (2000/2005/2008) knowledge in both Administration and SQL Queries
* Active Directory Organization, User, Group, and Group Policy administration
* Organized and locked down Active Directory through Delegation
* Streamlined Active Directory account creations and other functions by developing a Web Interface using Classic ASP
* Installed, configured and maintained in IIS5/6/7 public facing websites. Handled Security Certificates
* Scripted many solutions to help aid the Service Desk with their job functions
* Scripted several utilities for our Operations Staff so that they can do their jobs more effectively
* Created an internal website as a Statistics Dashboard showing Work Orders and Number of Faxes
* Configured the WYSE (through FTP) and the HP ThinClients (through DHCP) to auto-configure all settings
* Created and maintained “call flow” vectors on our Avaya PBX
* Provided full Support to superiors, colleagues, end users and Clients

**TechArts** (Xymith, LLC) Syracuse, New York

Technical Support, IT Manager 2001 – May 2006

**Key Achievements**

* Upgraded single Domain Controller from Windows NT to Windows 2000 Server
* Upgraded single Domain Controller from Windows 2000 Server to Windows Server 2003
* Upgraded Microsoft Exchange 5.5 to MS Exchange 2000, then to MS Exchange 2003
* Managed and kept current updates on 4 Windows Servers.
* Administered all of the Company’s websites on IIS5/IIS6, Certificates and DNS records
* Upgraded Microsoft Office 2000 to Microsoft Office 2003 on all Servers and Client PC’s
* Developed Visual Basic (VB) SP4 applications to Integrate with other products to help staff work more Effectively
* Developed a DLL that calculated shipping rates given a carton spec and material unit for use with our CMS
* Provided technical support for nearly 30 niche-market network hardware and software products
* Trained sales people on all products
* Often worked as Technical Sales

**Educational Background**

**B.S. Computer Science, Stony Brook University (2001)**

College of Engineering and Applied Sciences, Stony Brook, New York

**MCSE 2003**

Microsoft

**MCSA 2003**

Microsoft

**MCDBA 2000**

Microsoft

**MCP XP**

Microsoft