

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)
Technical Support, IT Manager

Syracuse, New York
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