

MICHEAL THOMPSON

Infrastructure & Cloud Engineering | Networks | Citrix | Azure Virtual Desktop (AVD)
Artificial Intelligence | Cybersecurity | AppSec | Defect Investigation & Remediation

 **Location:** Gold Coast, QLD

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PROFESSIONAL SUMMARY

Engineer with **10+ years** across infrastructure and software development, combining enterprise Citrix and cloud delivery with code-level defect investigation, network architecture and AI automation. Contributed to a **20,000-seat migration** and a small team's remediation of **4,000+ defects** across more than 1,000 applications. Delivered AI workflows for **5-6 clients** and independently implemented **eight network zones**, Proxmox hypervisors and shared DNS supporting home and lab infrastructure. Focused on application security, privacy and software resilience.

TECHNICAL SKILLS

Operating systems: Linux (Fedora, Ubuntu, Debian, Kali, Mint), Windows, Windows Server, macOS and iOS.

EUC and cloud: Citrix CVAD/DaaS, WEM, UPM, FSLogix, AVD, App-V, Azure, AWS, Microsoft 365, Intune and Configuration Manager (SCCM).

Infrastructure and networks: Active Directory, Entra ID, Group Policy, VMware, Nutanix; home lab: UniFi, Proxmox VE, VLAN segmentation, firewall policy and Pi-hole DNS/DHCP.

Investigation and security: Defect reproduction, root-cause analysis, vendor escalation, authentication/session controls, OAuth 2.0, ThreatLocker and Qualys implementations.

Development and automation: PowerShell, Java, Kotlin, C#, Node.js/JavaScript, Bash, Python, API/SDK integration, MCP servers, AI workflows, guardrails and fallback configuration.

PROFESSIONAL EXPERIENCE

AI Deployment Engineer, XoomAI

Contract | 2026 - 2026

- Delivered AI deployments for **5-6 clients**, translating business processes into automated workflows and iterating directly with clients to refine behaviour and integrations.
- Integrated APIs and Model Context Protocol (MCP) servers for Xero, Google Workspace, Microsoft Graph/Microsoft 365, SprintSuite, XPlan, Monday.com and Zernio.
- Configured workflows using OpenAI models with a Kimi fallback and Gemini image processing; implemented workflow guardrails and safeguards.
- Integrated Firecrawl to support web research and information gathering for financial advisory workflows.

Modern Workplace Engineer, Cloud Crowd / Suncorp

2023 - 2026

Enterprise migration from on-premises Citrix to Citrix Cloud on Microsoft Azure.

- Remediated application and environment faults within a small team that resolved **4,000+ defects**, supporting **1,000+ applications** in a **20,000-seat environment**.
- Reproduced a vendor defect with socket-level code, isolating application/network behaviour and providing actionable evidence to vendors and network engineers.
- Traced Configuration Manager build failures to NTP clock drift and domain authentication; automated post-reboot drift monitoring, time resynchronisation, DNS/DHCP refresh and diagnostic logging.
- Built App-V infrastructure and automated cross-region disaster-recovery replication; documented the design and transferred operational knowledge to the managed service provider.
- Designed and deployed a custom application for secure AWS access from Citrix, enabling developers to work with AWS resources within the virtual desktop environment.
- Resolved Windows 11 deployment and application packaging defects through task-sequence fixes, repackaging and changes to dynamic user/machine configuration files.

INDEPENDENT INFRASTRUCTURE ENGINEERING

Network and Virtualisation Implementation, Home Lab

2026 - Present

Designed and implemented infrastructure supporting everyday home connectivity and ongoing lab development, with network separation and shared DNS services.

- Deployed an end-to-end Ubiquiti UniFi network using a Cloud Gateway Fiber (UCG-Fiber), USW Pro XG 8 PoE switch and U7 Pro XGS access point.
- Implemented **ten segmented networks**: Default, IoT, MITS, LAB-MGMT, LAB-INTERNAL, LAB-EGRESS, LAB-STORAGE, CORE-SERVICES, LAB-AI and LAB-MEDIA.
- Configured VLANs, trunk/access port profiles and zone-based firewall policies to control inter-network traffic and separate household devices from lab infrastructure.
- Implemented Proxmox VE hypervisors as the platform for virtualised infrastructure, supported by dedicated network segments for management, storage, egress and AI workloads.
- Deployed Pi-hole DNS across two lab instances as the shared name-resolution layer underpinning home and lab networks. Established Core Services with DNS operational and additional services planned.
- Configured DHCP services and diagnosed DNS resolution, lease allocation, Linux networking, SSH and NTP behaviour using command-line tools and service logs.

Further development: UniFi MCP integration planning, browser privacy extension architecture for DNS/TLS verification, and hands-on security learning through TryHackMe.

EARLIER PROFESSIONAL EXPERIENCE

Enterprise Engineer, Intuit Technologies

2023

- Resolved Level 3 escalations and improved Citrix performance through profile configuration and Citrix User Profile Management changes.
- Led operating system uplift work covering approximately **500 servers** and deployed Network Detective Pro across **10 customer locations**.
- Contributed to ThreatLocker and Qualys implementations across multiple sites and completed vendor training.

Systems Engineer, Claratti

2018 - 2023

- Designed, administered and troubleshooted Citrix and Remote Desktop Services environments, supporting complex applications and Level 1-3 escalations.
- Developed Claratti Workspace authentication and session controls to enforce additional two-factor authentication checks beyond initial login; maintained in-house software.
- Managed Veeam and MSP360 backups and restoration activities; maintained technical documentation and supported change management and project delivery.

Game Developer, Freelance

2014 - 2018

- Developed game features, reproduced and resolved player-reported defects, and delivered documented code to agreed deadlines.

CERTIFICATIONS AND EDUCATION

Certifications:

Citrix Certified Expert (CCE-V), Professional (CCP-V), and Associate (CCA-V)

Microsoft Certified: Azure Administrator Associate | Azure Virtual Desktop Specialty

AWS Cloud Practitioner

Education:

Advanced Diploma of Software Development

REFERENCES

Available on request