**Deborah Lauro**

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**QUALIFICATIONS**

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| * Leadership
* Desire to learn
* Innovative problem-solving techniques
* Strong technical support skills
 | * Enterprise Architecture
* Dedicated and loyal team player
* Ability to drive business from conception to post-sale support
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**CERTIFICATIONS**

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| * MCSE on Windows 2000 - Microsoft Certified Systems Engineer / Messaging Specialization
 | * CCA for Citrix XenApp 6.5
* CCA-V for Citrix XenDesktop 7.6
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**TOOLS & TECHNOLOGIES**Hands-on experience in the following technologies:

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| * Microsoft Remote Desktop Services
* Citrix Virtual Apps and Desktops
* Citrix Provisioning Services (PVS)
* Citrix Machine Creation Services (MCS)
* Citrix User Profile Manager
* Citrix Universal Print Server
* VMware vSphere
 | * Load Balancing / Clustering
* Microsoft Active Directory Architecture and Design
* Disaster Recovery Planning / Testing
* Best Practice Adherence
* Change Control Management
* PowerShell, VB Script
* Microsoft Windows Server (All)
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### SKILLS PROFILE

**Introduction**

Deborah is a solutions architect and consultant dedicated to bringing forward sound, technical solutions for her customers. With a background that spans over 15 years of delivering IT solutions, Deborah is very passionate about understanding business needs, technical architecture, and best practices for IT. Her hunger for “things working right” and learning cutting-edge, out-of-the-box, philosophies often carry her across a myriad of technologies.

Deborah primary area of focus is the delivery of applications & desktops. These solutions allow her to design, implement, and support solutions that directly impact the end-user which impacts their contribution back to the organization. Deborah works with everything from Citrix, VMware, and Microsoft to hardware and network solutions.

**Recent Accomplishments**

* Migration of servers from XenApp 6.0 to XenApp 7.15. This included migrating Citrix policies and published applications.
* Project management for a large proof of concept XenDesktop environment for a national hospital network.
* Performed design, build and implementation of XenApp environment for a large hospital (4000 users: including implementation of multiple Citrix Provisioning Services farms.
* Migrated applications for 3500 users as part of XenApp upgrade and migration project.
* Led a team of engineers on the deployment of existing applications to new market-based organizations (MBO’s) including Epic, AllScripts and Cerner.
* Multiple Citrix design and deployment engagements focusing on XenApp, XenDesktop, and Provisioning Services.

**Past Accomplishments**

* Led a team of engineers on the deployment of existing applications to new market based organizations (MBO’s) including Epic, Allscripts and Cerner.
* Managed numerous projects from the technical side including deploying new applications to multiple markets
* Designed and deployed a Citrix farm to deliver applications to remote users. Worked with the local Citrix team on “cutting edge” technology for the viewing of patient information related to Oncology.
* Performed upgrades of applications in numerous environments. This included SQL and application servers as well as Citrix servers.
* Upgraded Citrix Provisioning Services environment from 5.6 to 6.1 including reverse imaging of vdisks.

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### EXPERIENCE

# Independent Citrix Consultant 7/2019 to present

Consulting at various clients onsite and remote

* Projects include
	+ Multiple migrations of Citrix Virtual Apps and Desktops from on-prem to Citrix Cloud
	+ Multiple new build of Citrix Virtual Apps and Desktops both on-prem and in Azure.
	+ Staff Augmentation
	+ Desktop Transformation Assessments

# Technical Project Management 4/2016 to 6/2019

Catholic Health Initiatives – Englewood, CO

* Managed multiple PVS images in multiple data centers.
* Coordinated all XenDesktop migrations and new installations in multiple locations across Nebraska and Iowa.
* Managed a large pool of technical resources in support of an enterprise-wide XenDesktop proof of concept for a large national healthcare provider.
* Coordinated technical deliverables-based project timelines
* Worked with market knowledge experts to document requirements for delivery to the technical team
* Established regular status updates for both the market leadership and executive management to accurately track progress.
* Coordinated and participated in numerous technical decisions that were requisite to ensure the success of the project
* Actively tracked issues and drove resolution of issues in a timely manner
* Actively worked with teams to transition from proof of concept to ongoing operational support
* Coordinated documentation of all activities

# Independent Consultant 1/2014 – 4/2016

IPM/Citrix Consulting Services

* Fulfilled several consulting contracts for IPM and Citrix Consulting Services.
* Infrastructure assessments
* Design, build and implementation of XenApp 6.5 farm for Epic and other ancillary applications for a major hospital. Included build of 2 Provisioning Services farms (Production and Disaster Recovery)
* Design and build of XenDesktop 7.6 site for transportation company
* Migration of applications from XenApp 4.6 and 6.0 to XenDesktop 7.6

# Technical Lead – Microsoft, Citrix 10/2011 – 1/2014

Catholic Health Initiatives – Englewood, CO

* Supervised and coordinated resources to ensure successful implementation of multiple projects for all Cerner and Allscripts rollouts.
* These projects were part of the Meaningful Use Initiative encompassing over 4000 current users with expectations of adding another 5000+ users.
* Responsible for all maintenance and upgrades of Citrix Provisioning Services.
* Performed upgrade from ver. 5.6 to 6.1.
* Build and support of XenApp servers using Citrix Provisioning Services.
* Build and support of Windows 2008 R2 servers associated with Allscripts Practice Management.
* Provide end-user support for connectivity and printing issues with Citrix for 3000+ users in multiple time zones.
* Analyze security and permissions.
* Document current and future environments for various applications.

# Application Analyst, Citrix Administrator 9/2008 – 10/2011

Denver Health – Denver, CO

* Virtualization Configuration and testing of new servers in a virtual server environment. Utilized both VMWare and XenServer.
* Extensive testing during conversions of applications. Analyzed processes to ensure accuracy in patient information within ORSOS.
* Built additional Citrix servers as needed. This included testing and implementation of new applications into the Citrix environment
* Coordinated rollout of SunRay devices to the hospital and outpatient clinics. Reduced the number of PC’s with SunRay devices by 80%
* Wrote/edited reports in Crystal Reports Xi.
* Wrote queries in SQL 2005 to assist in creating the reports in Crystal Reports.
* Support of the Operating Room application ORSOS. Analyzed error and event logs to determine problems or potential problems.
* Analyzed and verified the electronic interface that allows ORSOS to receive patient data from the Siemen’s application that is used for patient care in the organization.
* Testing and installing necessary updates to the ORSOS environment.
* Documentation of current environment and verification with the vendors of what the environment looks like. Updating existing documentation to reflect changes in the environment to assist with disaster recovery.
* Administered Citrix farm for the enterprise including monitoring the servers, analyzing event logs, applying needed patches and troubleshooting connectivity issues.
* Monitor and administer Sun servers running Solaris 10. Build Sun servers as needed.

# Systems Adminstrator 10/2007– 4/2008

Lerch Bates, Inc. – Littleton, CO

* Administered Citrix farm for the enterprise including monitoring the servers, analyzing event logs, applied needed patches and troubleshooting of connectivity issues.
* Management of key servers including backup servers running Backup Exec 11d, Blackberry server, RAS server, print servers, Citrix servers, and Live Communications Server. Analyzed event logs to be proactive in the event of a problem.
* Research and analyze available technologies and determine appropriateness for current and future business needs.
* Provided network support for the entire company. This included locations all over the world and over two hundred users

# Manager of Information Systems 12/2005 – 10/2007

OnePoint Employer Solutions – Greenwood Village, CO

* Ownership of entire Intel server infrastructure. This included Microsoft Exchange 2003 server. I improved network stability from 75% to 99.9%.
* Created a Citrix farm for hosting Quickbooks databases. This involved purchasing new servers, configuring Terminal Services and setting up the security within Active Directory to ensure maximum security and availability.
* Researched and analyzed available technologies and determine appropriateness for current and future business needs.
* Analyzed, managed and provided direction for information services for the company.
* Provided network and desktop support for 3 different companies including one startup company with a total of 45 internal users and 30 remote users.
* Setup and management of network shares and system security through Active Directory and Exchange 2003 server for domain, and local user administration.
* Analyzed and implemented new processes and equipment to increase productivity and stability.
* Set up, implemented, and maintained FTP server.
* Analyzed existing telecom system to determine what type of telecom system which resulted in the implementation of a new VOIP system.
* Created, analyzed and provided detailed reports to partners on network status.
* Analyzed existing infrastructure to recommend proper configuration. Analyzed and determined appropriate upgrade or obsolescence of software or hardware as necessary to meet stated objectives, including cost/benefit justification and potential return on investments.
* Analyzed what was needed for planned data center relocation
* Server transition and circuit coordination
* Managed and coordinated with contractors to ensure wiring was done correctly and within deadlines
* Ensured move was completed timely and efficiently so as to minimize downtime; users were up and running within 4 hours of initial move process.

# IS Coordinator 9/2002 – 12/2005

Talbot Agency – Albuquerque, NM

* I had ownership for maintaining and analyzing the Intel server infrastructure. I improved the system stability and availability from 80% to 98%.
* Experienced in supporting all PDA devices including Blackberry, Palm and Windows CE.
* Experienced in analyzing and debugging issues for Active Directory, Citrix connectivity and user authentication issues.
* Senior helpdesk coordinator providing desktop support to more than 200 local and remote users. I improved customer satisfaction from 50% to 95%. This was accomplished by analyzing existing issues and recommending improvements to the infrastructure.
* Analyzed new computer hardware and software to determine appropriate products for company usage.
* Regional purchasing agent for all software and network related hardware. Managed an annual budget of $400,000.
* Involved team member for server hardening to meet Sarbanes-Oxley compliance.
* Extensive experience in supporting (including maintaining, upgrading, analyzing and troubleshooting) various software packages on both stand alone and network computers.
* Experienced in managing corporate projects across multiple sites.
* Managed region-wide operating system upgrade for 200 users
* Required travel to outlying offices to manage the process
* Lead a helpdesk ticket system initiative reports
* Set up test environment, tested software packages
* Completed cost-benefit analysis working alongside other business units including the development area
* Implemented Sarbanes-Oxley controls internally for the company, including implementing a change order system. This affected 3000 users.

# Network Technician 1/2001 – 7/2002

Emcore Corporation – Albuquerque, NM

* Managed projects across multiple sites and coordinated multiple departments and resources.
* Implemented and maintained Altiris Inventory Solution for hardware and software inventory. Provided detailed analysis to management of non-compliant software to obtain proper licensing.
* Help Desk/User support, set up new user accounts, configure, analyze and troubleshoot peripherals, new pc and laptop setup. Assisted with server maintenance and upgrades, analyzed event logs to determine potential problems, set up network shares with appropriate permissions. Maintained Norton AntiVirus Corporate Edition (made sure the latest virus definition files are in place, and made sure that scans were done on all PC’s connected to the network).
* Analyzed new computer hardware and software to determine appropriate products for company usage.
* Purchased all computer-related hardware and software for the company.
* Analyzed and coordinated inventory and compliance project for locations across the country
* Analyzed and verified licensing for software packages, etc.

**EDUCATION**

**Metro State University of Denver**

Denver, CO

Information Technology

**University of Phoenix**

Albuquerque, NM

Microsoft Certified Systems Engineer classes

**REFERENCES**

Available promptly upon request