

JOHN FUGGI

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OVERVIEW

Highly accomplished Citrix Architect and Systems Engineer with more than fifteen years of experience. My mission is to do things right the first time ahead of schedule and under budget with the utmost attention to detail.

Proven ability to initiate process and system improvements to increase work efficiency and system stability. Expert problem solver comfortable working in a range of IT environments. Analytical and organized. More than twelve years of experience designing and implementing numerous healthcare information systems solutions.

CERTIFICATIONS

- Epic Client Systems Administrator – Hyperspace Web, Interconnect, and System Pulse Certification (Active)
- Epic Client Systems Administrator – BLOB, Business Continuity Access, and Printing Certification (Active)
- Epic Client Systems Administrator – MyChart, MyChart Mobile, and EpicCare Link Certification (Active)
- Epic Client Systems Administrator – Hyperspace Certification (Active)
- Microsoft Certified Professional – MCP (Active)
- Microsoft Certified Systems Engineer – MCSE (Legacy)
- Microsoft Certified Systems Administrator – MCSA (Legacy)

PROFESSIONAL EXPERIENCE

Centura Health – Englewood, Colorado – January 2014 to Present

Enterprise Citrix Architect – Infrastructure Architecture Team

(April 2017 to Present)

Notable Achievements

- Eliminated \$1 million in VMware licensing costs by utilizing our Citrix Hypervisor entitlements
- Architected VDI system including all Citrix and Windows components to support nearly 6500 concurrent users
- Eliminated requirement for expensive all-flash storage by utilizing new Citrix caching technology and replaced Atlantis USX and IBM FlashSystem 900 with NetApp SAS with no degradation to end-user performance

Core Responsibilities

- Design and implement complex application delivery platforms required by a 24x7x365 healthcare organization.
- Provide high-performing, highly available access to mission critical healthcare applications and services which directly affect quality of patient-care.
- Evolve infrastructure architecture to align with emerging technology, changing business requirements, and changing industry standards and leading practices.
- Champion the Citrix product catalog including Citrix Virtual Apps and Desktops (XenApp & XenDesktop w/PVS), Citrix ADC (NetScaler), Citrix Hypervisor (XenServer), Citrix StoreFront (Workspace), AppLayering, and more.
- Migrate legacy Citrix environments onto modern platforms.
- Recommend, document, and maintain standards for IT systems and services.
- Maintain an advanced knowledge of underlying network, storage, and compute technologies.
- Ensure communication, collaboration, and organization amongst architecture, operations, and leadership teams.
- Continually strive to improve the end-user experience so our clinicians may deliver unparalleled care to our patients.

Epic Client Systems Administrator (ECSA) – Epic Client Systems Team

(January 2015 to April 2017)

Notable Achievements

- Team lead for Epic Client Systems Administrator (ECSA/ECSM) & Citrix Operations Team
- Architectural design and implementation of Epic infrastructure including Citrix XenApp and Windows web and service servers to support more than 26,000 concurrent users
- Successful Epic Go-Live and largest Epic Honor Roll recipient to date

Core Responsibilities

- Install and manage the applications and services that serve Epic production, reporting, disaster recovery, training, and non-production needs. Including but not limited to Citrix XenApp, Citrix Provisioning Services, Citrix NetScaler, VMware, and Windows components.
- Install and maintain the administrative and monitoring tools necessary for high levels of availability and performance of the Epic infrastructure.
- Assist in the configuration and troubleshooting of integrated third-party software and peripherals including eSignature, voice recognition, scanning, and faxing.
- Manage print queues and Epic printing infrastructure.
- Analyze performance metrics, monitor system performance, and troubleshoot issues.
- Third Tier escalation point for system-wide issues including critical patient care systems.
- Apply platform and Epic upgrades and updates to production and non-production components.
- Maintain and test processes related to business continuity access including Epic BCA Web, and BCA PCs.
- Ensure communication, collaboration, and organization amongst architecture, operations, and leadership teams.
- Work shoulder-to-shoulder with Epic Systems implementation specialists, Epic application analysts, Epic Operational Database administrators and other teams to ensure a successful Epic Go-Live.

Microsoft Systems Engineer IV – System Operations Server Team

(January 2014 to December 2014)

Notable Achievements

- Deeply involved in Infrastructure Lifecycle Management and system architecture projects
- Analyze and document core environment. Recommend and implement changes based on vendor's leading practices
- Assisted in the improvement of various policies and procedures and best practices for the operations team

Core Responsibilities

- Manage critical healthcare system operations within the overall environment of 1400+ servers, 400+ applications, and more than 20k users across 17 hospitals, 13 affiliate hospitals, and over 100 physician practices and clinics.
- Administration of VMware 3.5, 4.1, 5.0, and 5.5, Windows 2000, 2003, 2008, 2012, Citrix Presentation Server 4.5, XenApp 6.0 and 6.5, and many more components.
- Monitor servers with Microsoft SCOM and NetIQ AppManager.
- Analyze and correct security vulnerabilities per Data Security Team.
- Maintain backups with IBM TSM-VE, and IBM Tivoli Business Service Manager.
- Hardware operations including Cisco UCS, HP, and Dell. Blade and rackmount servers.
- Assist with various cross-team application and infrastructure deployments and projects.
- Manage Active Directory, Group Policies, DNS, DHCP, Windows Updates with WSUS and SCCM.
- Manage Antivirus protection for servers with McAfee ePO and Trend Micro enterprise products.
- Manage and maintain Microsoft Exchange 2010 environment of 30k mailboxes including Proofpoint.
- Decommission outdated or obsolete systems.
- Cross-training other members of Server Operations Team.

3t Systems, Inc. – Greenwood Village, Colorado

Senior Systems Engineer – Datacenter Operations/Project Team/Consulting Teams

(November 2012 to December 2013)

Notable Achievements

- Architect proof-of-concept for a cross-browser, cross-platform, hosted EMR solution for Greenway PrimeSUITE
- Architect proof-of-concept for a complete Virtual Desktop (VDI) environment for Centura Health
- Analyze and document core environment. Recommend and implement changes based on vendor's leading practices
- Rectify ongoing CPU over-utilization of 100+ XenApp servers for one of 3t's largest clients. The issue had been ongoing for 2+ years and was causing loss of revenue for both 3t and the client
- Received letter from an enterprise client for streamlining their deployment processes

Core Responsibilities

- Design, implementation, migration, administration, maintenance, backup and recovery of systems for medium to enterprise sized clients, both hosted in our datacenter and on-premises.
- Datacenter operations including infrastructure configuration and maintenance and VMware administration.
- Assist with QSE Technologies merger into 3t Systems including billing, monitoring, and documentation.
- Staff augmentation for IT departments remote and on-site.

QSE Technologies, Inc. – Englewood, Colorado

Network & Systems Engineer

(October 2007 to November 2012)

Notable Achievements

- Assisted in the creation of company-wide policies, standards & procedures, and documentation templates
- Recommended and implemented a company-wide service tracking & ticketing system
- Recommended and implemented 24/7 monitoring service for select client's IT systems
- Designed, upgraded, and maintained QSE Technologies' corporate network & web presence

Core Responsibilities

- Design, implementation, migration, administration, maintenance, backup and recovery of various Windows-based environments for small and medium-sized businesses throughout the United States with 5 to 500+ users.
- Completed network/software upgrades/migrations including multiple upgrades to Exchange 2010 for up to 1000 users, Windows Server 2003 to 2008 (various roles), SBS 2000 to 2003, 2003 to 2008 and 2011.
- Administration, break-fix, and monitoring of new and existing client networks – Tier 1-3 support.
- Configuration, maintenance, and upgrades for various 3rd party healthcare information systems.
- Dataroom design & implementation. Cabinet, UPS, core network and infrastructure installation.
- HIPAA-focused audits and assessments of IT on new prospects and existing client networks.
- Staff augmentation for IT departments remote and on-site.

Best Buy for Business – Lone Tree, Colorado – *September 2005 to September 2007*

Certified Special Agent – Business systems support, project management, team lead

(September 2005 to September 2007)

Notable Achievements

- Assisted in the creation of company-wide policies, standards, procedures, documentation templates, and best-practices for solution implementation
- Received a letter from the founder of Geek Squad, Robert Stephens acknowledging my commitment to excellent customer service following a letter from a client that my manager received

EDUCATION

Citrix Education Courses

- CXS-301: "Citrix XenServer 7.1 LTSR Administration" – 2018
- CXD-203: "Managing App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6" – 2016
- CNS-301: "Citrix NetScaler 11 Advanced Implementation" – 2016
- CNS-222: "Citrix ADC 12.x Essentials and Citrix Gateway" – 2016
- CNS-207: "Implementing Citrix NetScaler 11 for App and Desktop Solutions" – 2015
- CNS-205: "Citrix NetScaler 11.0 Essentials and Networking" – 2014

Epic Certification Training

- Client Systems: Hyperspace Web, Interconnect, and System Pulse
- Client Systems: BLOB, Business Continuity Access, and Printing
- Client Systems: MyChart, MyChart Mobile, and EpicCare Link
- Client Systems: Hyperspace

Platt Technical High School – Milford, Connecticut – *1999 to 2003*

- High School Diploma
 - Information Systems Technology Program
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EXPERTISE OVERVIEW

Technology	Details
Server Operating Systems: Microsoft Windows Server: 2016, 2012, 2008, 2003, 2000 Microsoft Windows Small Business Server: 2011, 2008, 2003	Design, installation, configuration, troubleshooting, maintenance, administration, and disaster recovery Active Directory, Group Policy, DNS server, DHCP server, forest & domain trusts, IIS web services, File & Print Services including printer deployment, WSUS updates, SCCM, KMS licensing, PowerShell, batch and other scripting Many AD/System migrations completed
Virtualization: Citrix Hypervisor (XenServer) 6.x, 7.x VMware ESXi 3.x, 4.x, 5.x, 6.x+ Microsoft Hyper-V	Design, installation, configuration, troubleshooting, maintenance, administration, and disaster recovery
Application Delivery: Citrix Virtual Apps & Desktops (XenApp/XenDesktop) Microsoft Remote Desktop Services (RDS)	Design, installation, configuration, troubleshooting, maintenance, administration, and disaster recovery
Messaging & Communications: Microsoft Exchange Server, Office365	Design, installation, configuration, troubleshooting, maintenance, administration, and disaster recovery for hundreds of small to large environments Mail flow and routing, SMTP, POP3, IMAP, OWA, IIS, ActiveSync, Outlook Anywhere, CAS/HUB/MBX roles, SAN certificates, Lync HA/DAG/load-balancing Proofpoint, Barracuda, MXLogic, and Maildistiller archiving, anti-spam, etc. Many migrations from 2003 & 2007 to 2010 completed
Backup and Recovery/Storage: BackupExec, Acronis, Veeam, SRM, and others Storage: NetApp and other NAS. Dell Tape libraries	Backups: Installation and configuration of multiple solutions. Storage: Management of multiple solutions
Anti-Virus/Anti-Malware: Carbon Black, McAfee, Trend Micro, Symantec, and others	Implementation and management of multiple solutions. Cloud, Server & Endpoint
Desktop Operating Systems/Applications: Microsoft Windows: All versions Mac OS X: All Intel versions Microsoft Office: All versions	Design, installation, configuration, troubleshooting, maintenance, administration, and disaster recovery. Optimization and malware removal Template creation and best-practices for Hypervisors and Provisioning Service
Healthcare Information Systems (EMR/EHR): Epic, Meditech, PrimeSUITE, AdvantX, ProVation, HSTpathways, Allscripts, Amkai Charts, Dentrix, athenaClinicals, eClinicalWorks, and Centricity	Various levels of involvement in the implementation and management of various solutions
Hardware	Networking
Servers: Cisco UCS, Dell, HP, IBM	Deployment, installation, configuration, break-fix, and maintenance
Datacenter: Cabinets, UPS, PDU, cable management, cooling	Installation and maintenance
Firewalls and wireless: Cisco ASA Series, SonicWALL, Juniper, Fortinet & others Cisco Wireless LAN Controller and 11xx series WAPs	Installation, configuration, and management
Desktops, notebooks, and tablets: Primarily Dell, Lenovo, and HP, but many others	Deployment, installation, configuration, break-fix, and maintenance
Mobile: iPhone/iPad/Android/Blackberry devices	Configuration and management including Exchange, BES, and security policies

