

BRETT D. TARBOX

Kaysville, Utah

EXPERIENCE

2007-Present

UNIVERSITY OF UTAH HEALTH

Salt Lake City, UT

Information Technology Manager, Client Engineering (November 2015 - Present)

Overview:

- Lead a dynamic group of two technical supervisors with 14 systems administrators in the engineering and operations of Citrix virtualization, client configuration, endpoint security, enterprise printing, mobile device management, and software delivery.
- Accountable for an exceptional user experience through the effective management and configuration of 700 servers, 12,000 clients, 5,000 printers, and 3,000 mobile devices.
- Manage an annual \$7.1 million operating budget of both personnel and non-personnel resources as well as a capital budget as directed and approved by the organization.

Projects:

- Led the primary technical resources for the implementation of Imprivata with their enterprise single sign-on and authentication manager products to improve both user experience and information security for providers, nurses, and staff.
- Direct the architecture and engineering of Liquidware ProfileUnity and FlexApp technology solutions that will meet the application layering and user environment management demands of the organization.

Accomplishments:

- Managed the successful integration of two distinct working groups and cultures into one highly collaborative working group with a brand-new culture that delivers DevOps on the client infrastructure to the Hospitals and Clinics.
- Led the personnel development of 11 staff members into promotions within the organization over a three-and-a-half-year period.

Information Technology Manager, Citrix Support (May 2007 - October 2015)

Overview:

- Managed eight information technology personnel and resources that included more than 600 servers.
- Provided a stable, effective, and efficient virtual application and desktop delivery environment through Citrix virtualization to more than 7,000 concurrent sessions each day.

Projects:

- Served as an administrative and technical leader in the on-site Citrix hosting of the Cerner electronic health record for both nursing documentation and care provider order entry.
- Managed a project to provide secure remote access to the electronic health record to more than 18,000 mobile users, including more than 1,000 providers, on both Android and iOS devices.
- Led the consolidation of more than 200 physical servers to a virtual infrastructure with a savings of more than \$3 million over the useful life (four years) of the equipment.
- Directed the build of a Citrix virtualization infrastructure for an enterprise Epic deployment that delivers application response times as good as 45% better than average to more than 10,000 clinical and business users.
- Led the project management lifecycle of design, build, test, and implement (DBTI) of a Citrix infrastructure to support the university-wide deployment of SAP Business Planning and Consolidation.
- Supported the project to implement the migration from paper and/or Cerner to the Epic electronic health record in more than 80 specialty clinics/centers.
- Partnered on the successful remote hosting project to migrate more than 2,000 inpatient, clinical users of the Cerner electronic health record to CernerWorks in Kansas City, Missouri.
- Supported the organization of an Epic go-live project for more than 2,000 clinical users in inpatient, surgical, and oncology units.

Accomplishments:

- During first year of employment, received the Information Technology Employee of the Year award.
- Recognized multiple times by vendors and peers for an optimal implementation of the Citrix virtualization stack and Epic electronic health record.
- Earned the best employee satisfaction and engagement results for managers and directors within the Information Technology department.
- Received recognition from the organization and Information Technology leadership as a high performer, resulting in an increase in compensation of 40% in my current position alone.

BRETT D. TARBOX

2002–2007

BASS AND ASSOCIATES, P.C.

Tucson, AZ

Information Technology Director (September 2004 - April 2007)

- Directed the operations of information technology, information security, database management, telecommunications, and technical support at a creditors' rights law firm.
- Completed or managed several projects as directed by the Chief Executive Officer.
- Led the project to migrate the Information Technology group from Atlanta, Georgia to Tucson, Arizona with increased reliability and availability.
- Managed the successful implementation project of a new Concerto predicative dialer to bring the firm within the vendor's support lifecycle.
- Guided the project to perform a State on Auditing Standards No. 70 (SAS 70) audit on the firm's polices, processes, and information systems.
- Directed all information technology items on the construction project for office space expansion.

Operations Manager (July 2003 - September 2004)

- Managed the operations of four business units including four operational supervisors and more than 40 employees.
- Guided the project to build two business units from the ground up to handle new business.
- Led the project to re-implement a predictive dialer system to improve productivity and operations.
- Delivered millions in client revenue through efficient operations, exceptional performance, and excellent quality.

Legal Representative (August 2002 - July 2003)

- Administered a pre-legal recovery portfolio to secure the best interests for the client, prepare files for suit, and follow up on judgments.

EDUCATION

THE UNIVERSITY OF ARIZONA

The Eller Graduate School of Management

Master of Business Administration, August 2004

THE UNIVERSITY OF UTAH

Bachelor of Arts in English, December 2001

SKILLS

- Citrix Certified Professional - Virtualization (CCP-V), May 2019 – May 2022
- Citrix Certified Associate - Networking (CCA-N), May 2019 – May 2022
- Citrix Certified Associate - Virtualization (CCA-V), October 2017 – October 2020
- Certified in ITIL Foundation v3, EXIN, March 2015
- Certified in ITIL Foundation v2, EXIN, March 2009
- Project Management Methodology, Platforms: Scrum, Agile, Microsoft Project, Planview Enterprise
- Hypervisors: VMware ESXi and Citrix XenServer
- Operating Systems: Windows, UNIX, Linux, Mac OS, OS/400
- Networking: TCP/IP, Ethernet, Wi-Fi, DNS, DHCP, Firewall, Gateway, Proxy, Router, Switch, Citrix NetScaler
- Databases: SQL, Sybase, DB/400
- Application Servers: Citrix, Apache, IIS
- Applications: Access, Excel, PowerPoint, Word, Crystal Reports, Photoshop, Illustrator, Acrobat
- Development: HTML, CSS, Linux shell scripts, DOS batch scripts; working knowledge of PHP, ASP, XML, C++, Visual Basic, RPG
- Fluent in written and spoken Spanish

ADDITIONAL

- Volunteer for the 2002 Winter Olympic Games in Salt Lake City.
- Representative for the Church of Jesus Christ of Latter-day Saints in Puerto Rico (1993-1995).
- Interests include running, mountain biking, road biking, snowboarding, basketball, football, baseball, classic feature films, and investing time with family.