Marisol Vargas Lead System Administrator

Oakland, CA · marisol.vargas@gmail.com · +1 510-555-0166 · linkedin.com/in/marisolvargas

PROFILE SUMMARY

- **Lead System Administrator** with **11 years** in **hospital IT** at Kaiser Permanente and Sutter Health, now leading the team behind the **Windows, Linux and Citrix servers** that **24/7 medical centers** in Northern California depend on.
- Sets the standards for **Windows Server** and RHEL builds, **VMware vSphere** and Nutanix AHV, hybrid **Active Directory** with Entra ID, **Citrix Virtual Apps**, SCCM and Intune, Commvault, ServiceNow and Ansible.
- Expert in **Epic hosting infrastructure** (Hyperspace on Citrix, print and interface servers), **HIPAA Security Rule** controls and **disaster recovery** for clinical systems, planning every major change around **hospital downtime procedures**.
- Works with **Epic technical services**, clinical application teams, network and security, and the **regional command center**, chairs the **infrastructure change review**, and is the escalation lead for every Sev-1 outage.
- Leads **8 system administrators** on a 24/7 on-call rotation, wrote the team's **server lifecycle plan** and DR runbooks, and has hired and onboarded **4 admins** since 2023.

TECHNICAL SKILLS

Operating Systems:	Windows Server 2016 to 2025, Red Hat Enterprise Linux 8 and 9
Identity & Microsoft 365:	Active Directory, Group Policy, Microsoft Entra ID, Microsoft 365, Microsoft Intune, Imprivata OneSign
Virtualization & Cloud:	VMware vSphere, vSAN, Nutanix AHV, Citrix Virtual Apps and Desktops, Pure Storage, Microsoft Azure
Networking:	DNS, DHCP, TCP/IP, VLANs, NetScaler, F5 BIG-IP, Palo Alto Networks
Security & Patching:	SCCM, WSUS, Microsoft Defender for Endpoint, Tenable Nessus, CIS Benchmarks
Backup, Monitoring & ITSM:	Commvault, ServiceNow (ITOM, CMDB), Splunk, PagerDuty
Scripting & Automation:	PowerShell, PowerShell DSC, Ansible, Python, Git

EDUCATION

San José State University — **B.S. in Business Administration, Management Information Systems** — San Jose, CA · Aug 2011 to May 2015

WORK EXPERIENCE

Kaiser Permanente — **Lead Systems Administrator** — Oakland, CA · May 2020 to Present

- Wrote the plan to retire **Windows Server 2016** before extended support ends in January 2027 and led the team through monthly upgrade waves, finishing **583 of 612 servers** so far.
- Moved the **Citrix Virtual Apps** servers that deliver Epic Hyperspace onto 2 new **VMware vSphere** clusters on all-flash storage, cutting average clinician logon time from 48 seconds to **17**.
- Split server admin rights into tiered **Active Directory** admin accounts with quarterly access reviews signed off by each app owner, removing standing Domain Admin rights from **212 accounts**.
- Rewrote the disaster recovery plan for the Windows and Citrix servers around Epic and ran failover tests twice a year with **Commvault**, cutting recovery time from 9 hours to **3 hours 40 minutes**.
- Rebuilt server alerting in **ServiceNow** Event Management and **Splunk**, grouping duplicate alerts into one incident routed by CMDB owner, which cut overnight pages to the team by **63%**.

Sutter Health — **Infrastructure Engineer II, Server** — Sacramento, CA · Jun 2015 to Apr 2020

- Moved monthly Windows patching from WSUS to **SCCM** maintenance windows set for each clinical application, with app owner sign-off, cutting servers left unpatched after a cycle from 230 to **18**.
- Set up **DHCP failover** pairs and scope alerts on Windows Server for the Valley region hospitals, ending address shortages that had knocked Vocera badges and workstations on wheels offline **6 times** the year before.
- Turned the manual Windows server build checklist into **PowerShell DSC** configurations kept in **Git**, cutting configuration drift findings in the yearly internal audit from 37 to **4**.