

DEVANTE VARGAS

EUC / VDI Consultant · Citrix & AVD Architect

Citrix · Microsoft AVD · Nerdio · IGEL · ControlUp · Automation & AI Agentic Operations

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PROFESSIONAL SUMMARY

End-user computing leader with 30+ years in enterprise IT and 25+ architecting, securing, and operating large-scale Citrix and Microsoft AVD estates — including the world's second-largest VDI environment at 110,000+ users. Specialist in modernizing VDI through Citrix Cloud, Azure AVD, and Nerdio, and in replacing manual operations with PowerShell, Azure DevOps, and AI agentic automation — recently cutting a combined 180 hours of recurring monthly work to 5 across several automations. Proven team lead and mentor who sets EUC strategy, builds multi-cloud roadmaps, and presents to executive leadership.

CORE COMPETENCIES

EUC & VDI: Citrix CVAD · Citrix Cloud · Microsoft AVD · Nerdio Manager · IGEL · ControlUp · FSLogix · PVS / MCS · App Layering · WEM · UPM · StoreFront · NetScaler / ADC

Cloud & Automation: Azure · PowerShell · Azure DevOps (CI/CD) · Infrastructure as Code · AI Agentic / Copilot/Claude-based automation · PowerBi · Grafana · InfluxDB

Platform & Infrastructure: VMware vSphere · Nutanix · Nvidia GRID · Windows Server · Active Directory · Group Policy · SCCM · EMC SAN

Leadership: Team leadership & mentoring · EUC strategy & roadmapping · Executive presentations · ITIL service management · Scrum

PROFESSIONAL EXPERIENCE

Senior EUC Consultant / Engineer Insentra — Australia / US (Remote) Jul 2023 – Present

- Deploy and manage enterprise client environments spanning on-premises Citrix, Citrix Cloud, and Microsoft Azure Virtual Desktop (AVD).
- Manage a key client's Nerdio (Nerdio Manager for Enterprise) AVD environment end to end — image management, provisioning, autoscale, and cost optimization.
- Developing a self-built CoPilot AI agentic solution to fully automate the managed-services reporting flow, eliminating manual data collation and report assembly.
- **Flagship automation:** Built an automated Citrix image-update pipeline using AI agentic solutions and PowerShell, cutting recurring effort from 52 hours to 2 hours per month. A companion web dashboard, packaged as a company-branded Windows installer, gives engineers real-time build views, reporting and scheduling.
- Engineered automated report generation and metric collation, freeing 50 engineer-hours every month for higher-value work.
- Act as Subject Matter Expert for ControlUp across multiple client sites — leading implementations, upgrades, and ControlUp-integrated auto-remediation scripts that shortened incident resolution times.
- Rapidly established a leadership and mentorship role within the US engineering team, shaping the strategic roadmap and managed-service offerings.

Senior Citrix Architect / Consultant BNP Paribas — New York, NY Mar 2022 – Jul 2023

- Planned and executed the Americas-wide upgrade of the Citrix estate from CVAD 1912 CU4 to CVAD 2203 CU1.
- Rebuilt the Citrix monitoring and alerting platform on PowerShell, Grafana, and InfluxDB, adding scripted auto-remediation for common issues.
- Led the on-prem deployment of ControlUp and an IGEL proof of concept across a group of thin clients.

- Administered the Azure AVD environment and configured Nvidia GRID VDIs for financial traders; owned internal and external NetScaler upkeep.

Senior Citrix Engineer / Consultant Blue Cross Blue Shield — Minnesota *Sep 2021 – Mar 2022*

- Planned and delivered the upgrade from XenApp/XenDesktop 7.15 CU4 to CVAD 1912, through CU1–CU4.
- Lead engineer on the first-phase Azure Cloud POC using Microsoft AVD and Citrix Cloud.
- Developed a PowerShell-based Citrix monitoring solution; branded StoreFront to corporate standards; managed internal and external NetScalers.

Senior Citrix Engineer / Consultant BNP Paribas — New York, NY *Mar 2020 – Sep 2021*

- Drove the Americas Citrix upgrade from XenApp/XenDesktop 7.15 CU4 to CVAD 1912 and developed the open-source PowerShell monitoring stack.
- Lead engineer on the design and build of the BCP AVD environment, automated end to end with Azure PowerShell; ran the Nvidia GRID VDI POC.

Citrix Lead Design Architect Ameriprise — Minnesota *Nov 2019 – Mar 2020*

- Led the EUC RFP process with VMware, Citrix, and Microsoft, and architected two multi-cloud solutions (Citrix Cloud/AWS and Citrix Cloud/Azure) on the CVAD Platinum suite — App Layering, StoreFront, UPM, and Citrix ADC.
- Built a multi-phased hybrid-cloud roadmap and presented it to executive leadership; delivered an in-house monitoring solution and trained the team on App Layering.

Lead Citrix Architect Allianz Technology of America — Minnesota *Oct 2018 – Nov 2019*

- Led the Citrix team through a datacenter migration and XenApp 7.15 rebuild across QA and Production, integrating SCCM, App-V, and Ivanti AppSense.
- Led a successful DR exercise, hardened images to corporate security standards, and architected an Azure / Citrix Cloud POC supporting 100 users.
- Ran day-to-day operations using Scrum — incident resolution, app deployments, and patching — while mentoring the team on Citrix and App Layering.

Senior Citrix Engineer / Consultant Prime Therapeutics — Minnesota *Jan 2017 – Oct 2018*

- Upgraded XenApp/XenDesktop 7.6 (PVS, StoreFront, NetScaler) to 7.13 / 7.15 LTSR CU2 and scaled the vSphere VDI estate from 1,000 to 3,000 users.
- Authored PCI/PHI hardening GPOs and migrated from Liquidware Profile Unity / FlexApp to Citrix UPM, WEM, and App Layering.
- Lead engineer on the Citrix App Layering and Nutanix projects and on the Azure pilot/dev cloud migration; built a real-time PowerShell dashboard for Citrix and VMware metrics.

EARLIER EXPERIENCE

Senior Citrix Engineer United Health Group — Minnesota *Apr 2013 – Apr 2015*

Operated the world's 2nd-largest VDI estate (110,000 users); scaled +60,000 seats for the 2014 and +40,000 for the 2015 insurance enrollment seasons. Designed the PCI Citrix farm and administered the Tricare military environment (National Security clearance).

Consultant Jack Link's Inc. — Minnesota *Oct 2015 – Jan 2017*

Designed and deployed a VMware ESXi + XenApp 7.6 environment (PVS, StoreFront, NetScaler); migrated all apps including SAP from XenApp 5.0 and replicated the estate to Azure via Site Recovery.

Consultant RBC Wealth Management — Minnesota *Apr 2015 – Oct 2015*

Built a PowerShell monitoring dashboard for all XenApp farms and deployed Microsoft/Citrix updates to provisioned servers.

Citrix / Network Engineer Lakewood Health System — Staples, MN

Jan 2010 – Apr 2013

Owned the full Citrix XenApp/XenDesktop, VMware, network, firewall, EMC SAN, and DR stack supporting the hospital and all clinics.

IT Manager Kuepers Inc. — Baxter, MN

Sep 2004 – Jan 2010

Built the LAN/WAN, UC, and VoIP infrastructure that scaled the company from 30 to 150+ employees. Network featured in a Microsoft / Wainhouse Research white-paper; invited speaker at VoiceCon Florida 2008 on unified communications and mobility.

Earlier Roles Syvantis, Buspak Advertising, Alpine Access

2001 – 2004

Network engineering and consultancy across Microsoft AD/Exchange, Citrix MetaFrame (1.8 → XPe migration, 3,500 users), and LAN/WAN design and DR.

CERTIFICATIONS & EDUCATION

Certifications: ControlUp VDI & DaaS Administrator (2025) · Microsoft Security, Compliance, and Identity Fundamentals SC900 · IGEL Certified Professional (2024) · ITIL Foundation, IT Service Management — PeopleCert (2023)

Education: Bachelor of Business — University of Western Sydney, NSW, Australia

Additional Training: Microsoft Certified: AI Agent Builder Associate (in progress) · Claude Certified Architect – Foundations (CCAR-F) (in progress) · AWS Solutions Architect (Associate & Professional) coursework · Microsoft Azure Solutions Architect coursework · MCSE · CCNA · CISSP & Certified Ethical Hacker coursework · EMC VNX Unified Storage

REFERENCES

Available on request.