

Charlie Warner

| Scottsdale, AZ | CharlieDarrinWarner@gmail.com |

Certifications

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| • CompTIA Security + | April 2023 – April 2026 |
| • ISC2 Certified in Cybersecurity (CC) | August 2024 – September 2027 |

Work Experience

Maxor National Pharmacy Services, LLC Scottsdale, AZ (Remote)	July 2024 – Present
IT Service Desk Technician	

- Provide technical support to pharmacy and remote staff for various applications
- Manage user accounts, emails, and permissions via Active Directory, Exchange Admin Center, and app-specific tools
- Enroll devices in Microsoft Intune to enable secure access to the company portal and Office applications
- Manage user authentication methods in Azure AD, including provisioning and resetting MFA devices
- Travel to new pharmacy sites to set up hardware and network infrastructure
- Document all technical support tasks using Jira for tracking and collaboration

Capital Rx Scottsdale, AZ (Remote)	May 2023 – May 2024
Operations Analyst	

- Ensured compliance with CMS standards by managing data reporting processes and developing automated solutions
- Utilized SQL and Python to develop and automate data reports, uploading to AWS S3 buckets
- Created and edited JSON files to define SQL datasets for our data reporting tools
- Conducted testing of adjudication software and reviewed outputs to ensure accuracy and reported any issues
- Conducted root-cause analysis of data issues, leveraging internal and external datasets
- Reviewed CMS documentation and monitored for updates to ensure we maintained compliance
- Met weekly with product managers to discuss software needs, suggest enhancements, and provide feedback

NaphCare, Inc. Phoenix, AZ	September 2022 – May 2023
IT Field Support Technician	

- Traveled to 10 in-state prisons and multiple office sites to provide technical support to medical units and office staff
- Configured and monitored SQL Server Replication Subscriptions to ensure EHR data integrity and availability
- Upgraded network infrastructure on-site by installing patch panels and running cables
- Ordered IT equipment and maintained accurate inventory records for parts in storage
- Provided support and troubleshooting to telehealth units and other peripheral devices
- Worked closely with external vendors to manage service requests and deploy various devices
- Set up network printers and other devices, assigning static IP addresses and ensuring proper TCP/IP and DNS settings

CVS Health | Phoenix, AZ
IT Desktop Support Technician

December 2021 – September 2022

- Imaged new computers and installed software for new employees and for current employees
- Traveled to new sites to perform on-site hardware deployments
- Ensured that all user data was backed up to network storage for seamless data transfer to new hardware
- Managed user accounts in Active Directory including password resets
- Worked tickets as needed through ticketing system ServiceNow

CVS Health | Scottsdale, AZ
Pharmacy Auditor

February 2019 – December 2021

- Verified pharmacy compliance with Medicare Part D regulations
- Identified and addressed violations by providing guidance for resolution or applying penalties as necessary
- Documented and maintained detailed records of audit findings within HIPAA guidelines
- Utilized Microsoft SQL Server to extract information from databases and import pharmacy claim data into Excel
- Delivered annual presentations on Medicare pharmacy audits
- Created work instructions and contributed to Policy and Procedure documentation

Education

Western Governors University (WGU)

August 2024 - Present

Master of Science in Cybersecurity and Information Assurance

University of Akron | Akron, Ohio

Bachelor of Science in Organizational Supervision