

Donny Techiera

Marietta GA

donnytech20@gmail.com

4043143172

Summary

Experienced IT leader with a focus on communication team collaboration and project management. Skilled in optimizing IT service delivery streamlining operations and implementing automation for efficiency. Strong ability to foster relationships among stakeholders and align technology initiatives with business goals.

Experience

IT Manager

Swainsboro Internal Medicine

Swainsboro GA

December 2023 to Present

Manage IT operations ensuring compliance system reliability and effective CRM, EBS integration

Vendor management, supplier lifecycle, contract negotiations

Implement HIPAA security measures to protect patient data

Oversee ITSM SVN incident resolution and change management

Lead AI driven initiatives for patient documentation and workflow automation

Integrated a HIPAA compliant telemedicine platform increasing patient engagement by 35 percent and reducing no show rates by 20 percent

ITIL ITSM Incident Problem and Change Manager

TCS

Atlanta GA

February 2020 to October 2023

Implemented ITIL best practices to enhance IT service efficiency and compliance

ServiceNow SLA, KPI, MTTR dashboards and analytics for vendor & team performance tracking

Led CRM integration within SVN ITSM improving SLA adherence by 25 percent and reducing Mean Time to Resolution by 15 percent

Trained team members on SVN CMDB updates CI tracking and data governance

TIBCO Master Data Management Analyst

General Parts Company

Atlanta GA

October 2018 to January 2020

Managed data governance ensuring accuracy and efficiency using TIBCO MDM

Developed real time analytics power BI dashboards with SQL and NoSQL enabling data driven decision making

Led API integration and automation efforts improving cross platform efficiency by 25 percent

Implemented security policies and access control improving data accuracy by 30 percent

Software Developer

TCS Consultant

Atlanta GA

December 2015 to September 2018

Developed front end solutions for eCommerce platforms using Agile methodology

Converted legacy JavaScript into modern Angular components

Integrated backend Java logic with front end JavaScript for seamless functionality

Tester and Debugger

American University of Antigua

September 2013 to November 2015

Developed and executed test scenarios to improve application reliability

Resolved 95 percent of front-end bugs enhancing system performance

Help Desk Technician

American University of Antigua

September 2010 to August 2013

Provided Tier 1 IT support troubleshooting hardware and software issues

Streamlined data validation processes increasing accuracy by 25 percent and resolving 85 percent of support tickets on first contact

Education

Bachelor of Science in Information Technology

University of Phoenix Atlanta GA

2018

GPA 4.0

Certifications

ITILv4

JIRA ITSM

Microsoft AZ900

Google Data Analytics

IBM AI Certificate

Scrum Project Management

Harvard Leadership

Flow Designer ServiceNow

Generative AI

Skills

Technical ITSM CRM AI Automation ServiceNow JIRA CMDB Endpoint Management Agile
SQL Cloud Technologies

Soft Skills Leadership Communication Relationship Management Strategic Planning