

Donny Techiera

📍 Marietta, GA ✉ donnytech20@gmail.com 📞 404-314-3172

SUMMARY

Highly accomplished and dedicated ITIL Expert with a proven track record of delivering exceptional client satisfaction and driving operational excellence. Possesses extensive expertise in ITIL management and coordination, coupled with a strong work ethic and unwavering commitment to organizational goals. Skilled in optimizing IT processes and ensuring seamless service delivery.

EXPERIENCE

IT Manager

Swainsboro Internal Medicine

December 2023 – Present, Swainsboro, GA

- Manage the day-to-day operation of the IT Department & CRM
- Ensure compliance with HIPAA and implement measures to protect patient health information.
- Oversee the ITSM & Customer Relationship Management SVN & JIRA systems, incident, change, CMDB documentation and discovery
- Perform routine, maintenance, updates, and system troubleshooting to ensure EHR system reliability.
- Assist with the EHR Quality measures to confirm they are being reviewed and documented appropriately
- Collaborate with leadership, physicians, and healthcare professionals to define and prioritize technology initiatives that enhance patient outcomes, safety, and satisfaction.
- Implemented AI for patient note taking.
- Led the integration of a HIPAA-compliant telemedicine platform, increasing patient engagement by 35% while reducing appointment no-show rates by 20% through enhanced user accessibility and real-time support.

ITIL ITSM Incident/Problem/Change Manager

Tata Consultancy Services (TCS)

February 2020 – October 2023, Atlanta, GA

- Work very closely with cross functional teams to support ITIL best practices and maintain CMDB consistency
- Train team members on CMDB updates and CIs tracking and recording
- Maintain, audit and continually improve JIRA ITSM processes to ensure data accuracy
- Analyze and report KPIs, SLAs and MTTR to relevant stakeholders.
- Orchestrated CRM integration within JIRA ITSM processes, resulting in a 25% enhancement in SLA adherence over 6 months while yielding a 15% improvement in Mean Time to Resolution (MTTR), through streamlined communication flows and automated incident management workflows.

TIBCO Master Data Management Analyst

General Parts Company

October 2018 – January 2020, Atlanta, GA

General Parts Company

- Tibco spotfire for data reporting and analytics
- Implement and support tibco MDM solution following the SDLC process.
- Query master database using NoSql & SQL and transfer data to MS Excel for analysis.
- Develop enhancements and fix bugs based on release schedule.
- Triage production issues and deliver the fixes on a scheduled time.
- Use of SVN, HP-ALM (QC) and JIRA tools to manage development/deployment activities.
- Using SQL to query database and export to excel for analysis & create dashboards for relevant stakeholders.
- Handle sales manager query as to data and setting access control rules per company policies.
- Engineered a robust data governance framework using TIBCO MDM, which improved data accuracy by 30% and streamlined access control processes according to company policies.
- Implementing API and XML various task and data input.
- Spearheaded the deployment of integration solutions using TIBCO APIs and XML protocols, automating data input tasks and enhancing cross-platform efficiency by 25%.

Software Developer

TCS Consultant

December 2015 – September 2018, Atlanta, GA

IT Consultant

- Develop clean, efficient and well-engineered front-end code for ecommerce site and using agile method.
- Develop Java server pages (JSP) and conditional logic and be responsible for integrating backend, Java code with frontend javascript code.
- Working in Agile methodologies using Jira & service now.
- Build new UI experiences and update existing ones in the legacy system and add components to the internal design system.
- Turn old legacy javascript into Angular code and upload to github and create shopping cart page.

Tester and Debugger

American University of Antigua

September 2013 – November 2015, Antigua

American University of Antigua is a medical school dedicated to providing a learner-centric education.

- Test and debug using Chrome and Redux DevTools, Cypress, JavaScript Console and other techniques.
- Develop manual tests and validate developer codes.
- Design and document test scenarios, test cases, and test results.
- Executed comprehensive testing plans using Cypress and JavaScript Console, identifying and resolving 95% of front-end bugs, enhancing application reliability and user experience.
- Create sandbox testing and work with release management using postman and github

Help Desk Technician

American University of Antigua

September 2010 – August 2013, Antigua

American University of Antigua is a medical school dedicated to providing a learner-centric education.

- Collect/enter student data in databases and perform regular backups to ensure data preservation.
- Provide tier1 support for incoming issues related to computer systems, software, and hardware.
- Implemented a streamlined data validation process, increasing data accuracy by 25% while maintaining database integrity, and resolved 95% of support tickets within the first contact, utilizing troubleshooting tools and techniques.
- Developed and executed efficient database management strategies, leading to a 40% improvement in data retrieval speed and supporting over 1,000 students with technical issues annually by employing effective communication and problem-solving skills.

EDUCATION

ITILv4

Axelos • Atlanta, GA • 2024

Bachelor of Science in Information Technology

University of Phoenix • Atlanta, GA • 2018 • 4.0

CERTIFICATIONS

Scrum Certified

Project Management Institute • 2025

- A Scrum certification benefits an IT manager by enhancing their ability to lead Agile teams, improve project efficiency, and foster collaboration. It equips managers with practical skills in iterative development, sprint planning, backlog management, and stakeholder engagement**, ensuring smoother project execution.
- Certified IT managers can better adapt to changing requirements, optimize workflows, and drive cross-functional teamwork, leading to increased productivity and innovation. Additionally, the certification strengthens credibility in Agile methodologies, making it valuable for advancing careers and guiding organizations toward efficient digital transformation.

Exercising Leadership: Harvard Certified

Harvard University • 2024

- The Exercising Leadership Certificate enhances an IT manager's ability to lead effectively by developing critical thinking, strategic decision-making, and communication skills. It focuses on adaptive leadership, teaching how to navigate complex challenges, engage stakeholders, and drive organizational change.
- For IT managers, this certification is valuable in managing teams, implementing new technologies, and ensuring alignment between IT strategies and business goals. It also improves the ability to foster collaboration, resolve conflicts, and make informed leadership decisions in high-pressure environments.

ITILv4

Axelos • 2024

- Provides a structured framework for delivering efficient and scalable IT services. ITIL 4 aligns with modern technologies, including cloud computing, DevOps, and digital transformation, making it essential for organizations aiming to optimize IT operations.
- This certification enhances career prospects by equipping individuals with best practices for service management, risk reduction, and business alignment. ITIL 4 is recognized globally and helps professionals improve service quality, reduce costs, and drive continuous improvement.

Microsoft Certified AZ-900

Microsoft • 2022

- **Cloud Implementation** – Provides foundational knowledge of Azure services, including compute, networking, storage, and governance, helping professionals design and deploy cloud solutions effectively.
- **Security Perimeters** – Covers Azure security features, such as identity management, compliance, and governance tools, ensuring secure cloud environments.
- **Access Management** – Introduces Azure Active Directory (Azure AD) and role-based access control (RBAC), enabling professionals to set permissions and manage user access efficiently.

Google Data Analytics Certificate

Google • 2022

- **Optimized Business Insights** – Organizing and analyzing data improves strategic planning and performance tracking.
- **Improved Security & Compliance** – Ensures protection of sensitive information and adherence to industry regulations like GDPR and HIPAA.
- **Streamlined Operations** – Efficient data structuring reduces redundancy, enhances accessibility, and supports automation.
- **Enhanced Collaboration** – Enables seamless data sharing across departments, improving communication and workflow integration.
- **Scalability & Future Growth** – Well-managed data supports AI-driven analytics and cloud expansion for long-term business success.
- Strong data management helps IT managers drive innovation, minimize risks, and align technology with business goals

SKILLS

ITSM & Customer relationship management, Service-now, Jira, CMBD, CI, Access control

Soft Skills: Customer Relationship Management, Communication, Relationship Building.

Technical Skills: Customer Relationship Management, Agile CRM, Microsoft Dynamics 365 , Service-now, Jira, CMBD, CI, Access Control

SLA Management

ServiceNow and JIRA

CAB Processes

Communication & Conflict Resolution

KPI/Metrics Reporting

CMBD and CIs

EMR Experience
