HARLEN MORRIS

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HEALTHCARE IT PROFESSIONAL

Multi-Location Infrastructure Management | HIPAA Compliance | EHR

PROFESSIONAL SUMMARY

Healthcare IT professional with proven experience managing enterprise technology infrastructure across 10 clinical facilities supporting 80+ providers. Expertise in IT system evaluation, HIPAA compliance, and clinical systems coordination. Demonstrated ability to single-handedly manage multi-location IT operations while maintaining high service levels. Seeking to leverage multi-location healthcare IT management and technical expertise to support integrated clinical workflows and healthcare operations.

CORE COMPETENCIES

Healthcare IT Infrastructure Multi-Location Operations HIPAA • Compliance • Electronic Health Records Clinical Systems Support Asset Management • (Snipe-IT)
Windows Environments Remote Support (ScreenConnect) Security Incident • Response • IT Service Management Vendor Coordination Google Workspace Admin

PROFESSIONAL EXPERIENCE

Information Technology, Marketing, and Business Operations Specialist
Behavioral Health Clinic (BHC), Multi-Location, Wisconsin | March 2025 – January 2026

 • Single-handedly manage enterprise technology infrastructure
across 10 geographically distributed healthcare facilities serving
100+ employees and 80+ clinical providers delivering behavioral
health services throughout Wisconsin
 • Led comprehensive HIPAA Security and Privacy compliance initiatives,
conducting gap analyses that identified and remediated critical data
systems across clinical and operational workflows
 • Implemented enterprise asset management platform tracking
hardware lifecycle, software licenses, and IT inventory across 10
clinical locations with standardized Windows device configurations
 • Managed security incident response including unauthorized PHI access
investigation, implementing enhanced access controls and audit
procedures
 • Deployed and managed ScreenConnect remote support infrastructure
enabling efficient troubleshooting across geographically distributed
facilities without sacrificing response time
 • Coordinated managed service provider (DIRKS Group) relationships
while maintaining hands-on infrastructure oversight for 24/7
healthcare operations

Technical Writer & Content Creator
HDME LLC, Remote | September 2019 – November 2025

 • Published technical articles and video content for an online publication reaching
documentation for 250K+ monthly users requiring quarterly
compliance-driven updates
 • Translated complex technical systems into user-friendly
documentation, demonstrating ability to simplify technical concepts
for diverse audiences

EDUCATION

Bachelor of Science in Education, Natural Broadfield Science
University of Wisconsin Oshkosh, Oshkosh, WI | December 2018

TECHNICAL ENVIRONMENT

Systems: Windows 10/11, Google Workspace Business Standard, Snipe-IT, ScreenConnect, Jira Service Management, IT Ticketing & Documentation

Healthcare: IntakeQ EHR, Google Meet (Telehealth), HIPAA compliance frameworks

Security: KnowBe4 (user training), role-based access controls, audit logging systems, CIS Controls