

Experience

Mayers Memorial Hospital District

IT Technician 02/2016-Present

- Participate in 24/7 on-call rotation
- Act as a point of escalation for difficult or emergent issues
- Implement technology and technical workflows that are HIPAA compliant
- Ensure facility-wide end user satisfaction, including training individual users on most efficient use and practices
- Complete responsibility for outpatient and Emergency Department telemedicine program technical assistance
- Manage and assist with technical projects, assuring completion
- Maintain windows desktop and server operating systems, migrating applications and data to updated versions as needed
- Ensure backups are in working order in case of a disaster recovery event
- Enable medical providers via technology to help better serve our local community

Notable Projects

12/2019 (Tentative)

- Spearheaded project to refresh Windows 7 Desktops. This Project was handled by myself from start to finish, including Project Charter, Board Approval, Technical Architecture/Implementation, and User Acceptance Testing. The end result was a brand-new virtual environment, Running Nutanix's HCI Solution, Citrix Virtual Apps and Desktops with a MSSQL DB, and Windows Server 2019. Mayers intends to utilize this architecture for 10+ Years with minimal recurring costs.

10/2019

- Played Major Role in Execution of successful Go-Live from Legacy Medical Records Software to a more modern and robust software that directly integrates with the EMR.

02/2019

- Expanded Daily Operation software to include quick access to commonly used applications, resulting in faster ticket resolution from Helpdesk.

03/2019

- Assisted with launch of Emergency Department Neurology on-call telemedicine program with UC Davis

Ryan Nicholls

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01/2019

- Acted as primary technical contact for new medical records system implementation with a focus on automation

12/2018

- Developed in-house software to be used by helpdesk staff for daily operations verification in C#

07/2018

- Deployed new SAN and migrated all VMs with no downtime

06/2018

- Completed smooth re-launch of Emergency Department Telemedicine Services with UC Davis Health

05/2018

- Deployed new RDS farm for nursing staff

02/2018

- Headed initiative to move to Next-Gen Security products, such as Sophos InterceptX and Palo Alto NGFW

12/2017

- Configured and deployed New VMware Environment, along with Windows and SQL Installs, for EMR upgrade

08/2017

- Assisted with launch of Outpatient Telemedicine Services

07/2016

- Assisted in data recovery of EMR System

02/2016

- Completed facility-wide Windows XP Machines to Windows 7 upgrade at both Mayers campuses

Education

Montana State University

BS Computer Science 08/2015-01/2016

- Enrolled in a BS in Computer Science before taking current position

Fall River Jr/Sr High Schools

- High School Diploma 09/2009-06/2015



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Trainings and Certificates

10/2019 – Bootcamp – Began Web Developer Online Bootcamp, Encompassing HTML/CSS, JS, Node, React/Redux, Bootstrap 4, jQuery, and Git

03/2019 - VMCE - Veeam Certified Engineer Training Completed, Certificate Not Pursued