IT Systems Manager - Director / Information Security Officer (Security Engineer) IT Systems Manager - Director / Information Security Officer (Security Engineer) IT Systems Manager-Director / Information Security Officer / Security Engineer / IT Project Manger Fayetteville, AR 20+ years IT Management - Network/System Administration with a robust focus on IT security, efficiency, and compliance. Project Manager / Engineer on seven-figure IT infrastructures including Enterprise EMR, SDLC, VoIP, MDF, and various HW/SW setups Authorized to work in the US for any employer

Work Experience IT Systems Manager - Director / Information Security Officer (Security Engineer) Battle Mountain General Hospital (CAH) - Battle Mountain, NV November 2016 to March 2019 Project Manger on all phases of new EMR, server room (MDF), closet (IDF), enterprise wireless system, vCenter and vSpere traditional 3-2-1 Virtual Environment, HL7 interfaces   Participate in the development of the strategy, architecture, technology standards, service delivery standards and procedures for the hospital, providers and employees   Verify and enforce complete compliance with all local, state and federal laws and statutes   Analyze and predict trends and develop short- and long-range plans designed to maintain cost effectiveness of the hospital's operation   Champion IT strategy planning activities, bringing a current knowledge and future vision of systems and best practices as related to the needs of the business   Proactively research and recommend courses of action to prevent problems and to maintain high service levels for the user community   Establish metrics, key performance indicators and service level agreements for driving performance of IT service delivery   Review project requests and provide overall direction/guidance to assigned personnel to projects   Review and evaluate work of subordinate staff and prepare performance reports   Coordinate with our vCIO on the best practices and procedures that will assist the facility to perform at optimal efficiency   Champion IT vision, culture and strategy in all IT groups' day-to-day activities within corporate IT function   Responsible for executing a 3, 5, and 10 year roadmap Improving effective communication to ensure continuous team-to-user improvement   Acquire and improving business knowledge and using this knowledge to align IT with the hospital's needs   Daily documenting, measuring and continuously improving IT processes   Overall responsibility to set, provide and maintain SLA's with vendors   Improving Disaster/Data Recovery & Business Continuity

planning, testing and execution Program Analyst for Veteran s Affairs on VACAA A Square Group - Reno, NV 2015 to 2016   Help improve the efficiency of patient care without increasing overhead, staff increase or cost.   Work with six other pilot sites to brainstorm various ideas. IT Technician III Hole In One International - Reno, NV 2013 to 2015   Research various ways to improve production and minimize cost on purchases.   Provide support for various gaming systems   Work on prototypes, alpha and beta test various scenarios before product was ready for end users. Solutions Engineer   Break Fix Team Support.com - Reno, NV 2010 to 2012   Removed malware for over 4,000 PC s, Mac s and networks within a 24-month period   Provided premier remote support for many of the nation s leading retailers, broadband service providers and software vendors specializing in malware removal and securely configuring wireless networks as a Subject Matter Expert (SME) Network Consultant/ IT Engineer eSharing Corporation - Reno, NV 2009 to 2009 Suggested and implemented server and backup solutions for legacy manufacturing company Removed various aspects of malware across network IT Support Specialist Lockwood Moore - Reno, NV 2008 to 2008   Install, trouble shoot, remove malware and various duties for wide customer base when it came to computers and network issues for copier company and their clients. Network Support Engineer / IT and Support Manager Internetwork Expert - Reno, NV 2007 to 2007 Supported Cisco Certified Internetwork Expert (CCIE) candidates on routers, switches and other networked devices in advanced and complex training scenarios   Managed 24/7 worldwide tech support department Information Technology Manager / Network Administrator (Security Engineer) Western Surgical - Reno, NV 2000 to 2007   Designed, documented, implemented, trained and managed disaster recovery plans, security protocol / procedures, ensured confidentiality of Protected Health Information (PHI), HIPAA Security officer   Developed, taught, maintained and enforced numerous Best Practices classes to all users on topics like Social Engineering Prevention and data security awareness   Increased revenue by 30 percent for Emergency Room Trauma Surgeons by implementing a secure wireless Charge Capture system, and reducing time to billing from 90 plus days down to day of service   Reduced system outages and downtime from 2-4 hours per week to less than 4 hours in 5 years   Coordinated with multiple hospital systems and providers

to setup secure remote access to Physician Clinical Management Systems (PCMS), Picture Archiving and Communications Systems (PACS), and various other means to obtain patient video, imaging, and Protected Health Information (PHI).   Proficient at documenting complex network infrastructures using Microsoft Visio and CAD   Managed the implementation of a new transparent multi-site Voice over IP phone system which reduced maintenance and administration costs and improved communication accessibility   Experience negotiating contracts, Service Level Agreements and other aspects of Business Law Education Bachelor's in Network Operations and Security Western Governors University June 2022 Bachelors of Science in Information Systems University of Nevada - Reno, NV Skills Word, Organizational Skills, Customer Service, Security, It Security, Information Security, Hippa, Compliance Certifications/Licenses CompTIA A+ August 2000 to Present CompTIA Security+ April 2014 to April 2018 Microsoft Certified Professional (MCP) July 2008 to Present Microsoft Certified Desktop Support Technician (MCDST) August 2008 to Present

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