

Anthony Pfeahler

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System engineer with over 7 years of experience supporting high-value clients in fast-paced, mission-critical environments. Proven ability to foster strong client relationships, drive product adoption, and collaborate across engineering and business teams to deliver measurable results. Adept at translating technical needs into strategic action, with a strong focus on customer satisfaction, retention, and proactive support.

CORE COMPETENCIES

Product Development	SaaS/Cloud Support	Stakeholder Engagement
Strategic Planning	Customer Relationship Management	Product Support

PROFESSIONAL EXPERIENCE

Cincinnati Children's Hospital

System Engineer 2022- Present – Deliver client-focused technical support and lifecycle management for critical research environments, ensuring researchers across the organization receive timely, effective solutions to enable their work. While committing to strong stakeholder engagement promoting transparency and driving confidence in system reliability.

❖ **Relationship Management:** Built and maintained strong partnerships with 50+ research stakeholders, enabling continuous alignment with departmental goals and minimizing downtime across key systems. Consistently recognized for responsiveness and service excellence.

❖ **Cross-Functional Collaboration:** Acted as liaison between research teams and IT, designing and refining asset deployment strategies to optimize performance. Partnered closely with infrastructure and engineering teams to troubleshoot and resolve high-impact issues.

❖ **Operational & Production Support:** Led lifecycle planning for critical assets, reducing emergency interventions by 30%. Implemented process improvements that enhanced end-user satisfaction and system uptime. While keeping with HIPAA compliance.

C-Forward

IT Consultant/Network Engineer Jan 2022- August 2022 - Served as a dedicated IT consultant for 20+ business clients across healthcare, legal, and finance industries. Delivered strategic guidance, technical support, and proactive solutions for over 300 locations and 4,000+ devices as part of a managed services team. Along with various cloud-based infrastructure and SaaS Tools.

❖ **Client Ownership:** Acted as primary technical advisor for assigned clients, ensuring IT infrastructure aligned with business goals. Conducted quarterly reviews, made recommendations, and helped drive technology adoption and satisfaction.

❖ **Client Retention:** Managed high volumes of technical requests and escalations with a focus on quick resolution and clear communication. Built long-term trust that resulted in high client retention and recurring project work, resulting in 95% client retention.

C-Forward

Service Response Technician September 2020- Jan 2022 - Serves as first person of contact for clients seeking technical assistance. Performing remote troubleshooting through diagnostic techniques and pertinent questions. Determining the best solution based on the issue and details provided by clients. Coordinating scheduled services on client's servers reporting any issues and suggestions needed for optimal performance.

Car-Part.com

Escalated Web Support Tech May 2018- September 2020 - Built strong client relationships by providing high-level communication and support during software deployments and troubleshooting. Collaborated with third-party IT teams to implement solutions tailored to customer needs while adhering to their protocols. Delivered regular progress updates to stakeholders, ensuring transparency and alignment on project goals.

Technical Skills

Windows Server	Active Directory	Jira/Atlassian
ITIL	Cisco ISE	ServiceNow
Data Governance	Software Lifecycle Management	AWS
Slack	Google workspace	DUO Admin

EDUCATION & CERTIFICATIONS

Bachelors in Information Communication and Technology
Specialized in Technology Management
University of Kentucky-Lexington, KY

Database Querying SQL
OpenClassrooms
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