Brian Creelman

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Summary

Results-driven Lead Cloud Support Operations Engineer with a robust background in orchestrating incident response, implementing ITIL best practices, and restructuring on-call procedures for enhanced support. Proven expertise in AWS and Open Source tools for comprehensive monitoring. Skilled in reviewing and escalating security events in SIEM. Adept at collaborating with cross-functional teams to develop technical implementation plans. Leveraging strong technical assessments, I have acted as a subject matter expert in clinical technology use and integrations, playing an integral role in large enterprise health system implementations. Proficient in PowerShell and batch scripting for task automation. DevOps-focused, I bring a comprehensive skill set to optimize system performance and efficiency.

Certifications & Memberships

- OWASP Cincinnati, Member
- CyberFastTrack 25,000 by 2025, Member
- Certified Cloud Practitioner - Amazon Web Services (AWS), Issued Aug 2020
- A+ - CompTia, Issued Aug 2021
- ITIL Foundations V4 - ITIL, Issued Aug 2020

Experience

Lead Cloud Support Engineer, Xealth

Nov 2020 - Present

- Orchestrated Incident Response, SRE, Support, and Alarms as the Subject Matter Expert.
- Implemented Incident Response following ITIL best practices.
- Spearheaded restructuring of PagerDuty on-call and alarms for Sev1 and after-hour support.
- Reviewed and escalated security events in SIEM.

Technical Solutions Analyst, Halo Health

Sep 2018 - Oct 2020

- Led technical assessments in the sales process, supporting potential customers.
- Acted as a subject matter expert in clinical technology use and integrations.
- Collaborated with sales operations to develop technical implementation plans.
- Integral team member for large enterprise health system implementations.
- Provided tier 3 support to customer service teams as an escalation point.

Sr. Clinical Integration Analyst, Cincinnati Children's Hospital

Jan 2015 - Sep 2018

- Coordinated with IS teams and vendors to resolve hardware, network, software, and communication issues.
- Led implementation projects to improve workflow between clinicians and vendors.
- Utilized PowerShell and batch scripting for task automation.
- Provided support for various clinical systems and performed routine system checks.

Service Desk Analyst, Cincinnati Children's Hospital

Jan 2014 - Jan 2015

Level 2/3 Service Desk Analyst, Atos

Dec 2012 - Feb 2014

Technical Support, Verizon

Mar 2011 - Dec 2012

Network Tech (Contract), Uptime Unlimited, LLC

May 2012 - Aug 2012

Education

- **SANS, CyberFastTrack Foundations** 2021 - 2022
- **Western Governors University, Cybersecurity and Information Assurance** 2020 - 2022
- **University of Cincinnati, Cybersecurity** 2016 - 2017
- **Miami University, Information Technology Networking** 2013 - 2014
- **University of Cincinnati, Information Technology** 2009 - 2011
- **University of Cincinnati, Mechanical Engineering** 2007 - 2009