

Donald Craig Hardin, Jr.

Education

- Bachelor of Science. University of North Carolina at Greensboro
- Major: Information Systems

Related Work Experience

Wake Forest Baptist Health. Department of ITS (2014-2016)

Programmer Analyst. (336-713-7615)

- Establishing professional relationships with internal customers
- Fostering cross-functional collaboration
- Illustrating new and existing processes
- Developing monitoring scripts for important log files
- Utilizing knowledge of TCP/IP layers to isolate and resolve issues related to PACS performance and availability
- Conducting classroom sessions for clinical technologists on application use
- Participating in planning and implementing on four major enterprise application upgrades and deployments
- Responsible for 24x7 support of clinical applications across Radiology, Cardiology, Ophthalmology, Endoscopy, Diagnostic Neurology, and Radiation Oncology
- Performed hands-on support of OS platform for our applications (Windows and RHEL)

Red Hat, Inc. Department of ITS (2012-2014)

I.T. Analyst. (919-754-3700)

- Provided focused technology support to internal finance customers
- Served as analyst on multiple project teams
- Performed tasks relevant to the Oracle ERP system
- Provided Tier II technology support to internal customers per defined SLA
- Performed LDAP and Active Directory administration tasks
- Performed Unix/Linux system administration tasks

Technical Experience

- Certified Red Hat System Administrator / Engineer: RHEL-6
- Certified ITIL v3 Foundation
- Developed applications with Bash, Python, PHP, HTML5/CSS3, Java
- Extensive understanding of relational database technologies and SQL
- Competent in resolving issues involving a variety of application platforms
- Experienced with version control with git and Github
- Familiar with devops configuration management and deployment automation practices