Donald Craig Hardin, Jr.

Education

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

Experience

Wake Forest Baptist Health. Department of ITS (2014-2016)
Programmer Analyst. (336-713-7615)

- Developed several value-adding software solutions using a variety of programming languages and tools.
- Utilized technical knowledge to isolate and resolve incidents related to application performance and availability.
- Performed hands-on administration of OS platform (Windows and RHEL).
- Lead bi-weekly classroom sessions for clinical technologists.
- Participated in planning and implementation of application upgrades and deployments.
- Established professional relationships with internal customers.
- Fostered cross-functional collaboration to achieve mutual project goals.
- Illustrated new and existing processes that increased service delivery speed.
- Responsible for 24x7 support of clinical applications across Radiology, Cardiology, Ophthalmology, Endoscopy, Diagnostic Neurology, and Radiation Oncology.

Red Hat, Inc. Department of ITS (2012-2014)
I.T. Analyst. (919-754-3700)

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

Skills

- Certified Red Hat System Administrator / Engineer: RHEL-6
- Certified ITIL v3 Foundation
- Application development experience with Bash, Python, PHP, HTML5/CSS3, Java, Javascript, VB.net and enthusiasm to master additional languages
- Extensive understanding of relational database technologies and SQL
- Familiar with developing web applications and content management systems
- Competent in resolving issues involving a variety of platforms and scales
- Experienced with version control (git and Github)
- Familiar with devops and agile organizational paradigms