DUSTIN UMPHRESS

Denton, TX | resume@dustinumphress.com | dustinumphress.com
github.com/dustinumphress | linkedin.com/in/dustin-umphress

SUMMARY

Cloud and systems engineer with 10+ years of hands-on IT infrastructure experience in healthcare environments. Proven track record of identifying operational inefficiencies and independently building solutions — from serverless compliance auditing systems on AWS to company-wide cloud migrations that reduced costs by 94%. Combines deep systems administration expertise with modern cloud architecture skills to deliver reliable, cost-optimized infrastructure.

TECHNICAL SKILLS

Cloud & Infrastructure: AWS (EC2, S3, Lambda, API Gateway, DynamoDB, CloudFront, IAM, VPC, Route 53, CloudFormation, ECR, Lightsail, Glacier), Linux (Ubuntu), Windows Server, DNS/DHCP/TCP-IP

Automation & DevOps: Python (Boto3), Bash, SQL, CloudFormation, GitHub Actions CI/CD, OIDC Authentication, Docker, Make.com, n8n

Identity & Collaboration: Microsoft 365 Administration, Entra ID (Azure AD), MFA, RBAC, Conditional Access, SharePoint Online, Exchange Online

Healthcare Systems: AdvancedMD, eClinicalWorks, Athena, HIPAA Compliance, Revenue Cycle Operations

CERTIFICATIONS

AWS Certified Solutions Architect — Associate (SAA-C03)	Dec 2025
AWS Certified Cloud Practitioner (CLF-C02)	Aug 2025
AWS Certified Cloud Operations Engineer — Associate	In Progress

PROFESSIONAL EXPERIENCE

Systems Administrator — The Doctor's Solution, LLC   Apr 2022 – Present

- Independently designed and deployed a serverless medical compliance auditing system on AWS using Lambda, API Gateway, DynamoDB, and CloudFormation with automated CI/CD pipelines via GitHub Actions
- Architected deterministic NCCI/MUE rule engine integrated with Claude AI API for clinical documentation verification, eliminating hallucination risk in compliance auditing
- Administered Microsoft 365 tenant for the organization including Entra ID, Exchange Online, licensing, and security policy configuration
- Led migration of 2TB+ of company data from Dropbox to SharePoint Online, redesigning the permissions model and implementing role-based access controls
- Identified and eliminated $14,400+ in annual redundant IT costs through infrastructure audit and vendor consolidation — a 94% reduction in overhead spend
- Built operational automations using Python, SQL, and workflow orchestration tools that reduced manual reporting processes by dozens of hours per month
- Migrated production WordPress sites to AWS Lightsail with DNS cutover and post-migration stabilization, reducing hosting costs
- Designed on-demand EC2 game server orchestration with Discord bot integration, custom UDP traffic monitoring, and automated shutdown logic to minimize idle compute costs
- Provided Tier 2/3 technical support across hardware, networking, and application infrastructure

Technical Operations Lead — GetixHealth   Mar 2021 – Apr 2022

- Served as technical liaison between operations teams and corporate IT, translating business needs into technical solutions
- Introduced SQL-based reporting and automated data workflows that replaced manual processes across the operations team
- Supported system reliability, incident response, and process improvement initiatives for a healthcare revenue cycle operation

Systems Administrator & Operations Lead — CHRM (acquired by GetixHealth)Dec 2018 – Mar 2021

- Sole IT administrator supporting 40+ users across all technology systems including identity management, infrastructure, and end-user support
- Managed Entra ID (Azure AD) with MFA, Conditional Access policies, and Windows Server infrastructure
- Administered SQL Server databases with high-availability requirements in a production healthcare environment
- Coordinated emergency infrastructure buildout for company-wide remote work transition during COVID-19, maintaining operational continuity
- Led vendor coordination for EMR system updates and integrations across billing and clinical platforms

Billing Specialist → Account Manager — CHRM   2015 – 2018

- Progressive advancement through billing specialist, senior specialist, and account manager roles in a healthcare revenue cycle operation
- Managed complex accounts receivable portfolios and developed expertise in EMR systems, payer regulations, and operational workflows
- Built foundation in healthcare IT that informed transition to systems administration

SELECTED PROJECTS

Medical Compliance Engine — github.com/dustinumphress/medical-compliance-engine

Serverless Python application for auditing medical claims against CMS rules. Uses deterministic NCCI/MUE SQL rule engines with LLM integration strictly for clinical explanation — ensuring compliance logic is never hallucinated. Deployed on AWS with Lambda, API Gateway, and DynamoDB via CloudFormation with CI/CD.

On-Demand EC2 Game Server Orchestration — github.com/dustinumphress/aws-satisfactory-on-demand-hosting

Cost-optimized game server infrastructure using Lambda-controlled EC2 instances with Discord slash command interface. Custom UDP traffic monitoring with automated shutdown logic reduced monthly costs from ~$130 to ~$0.18/hour of active use.

Cloud Resume & Portfolio — dustinumphress.com

Static site hosted on S3 behind CloudFront with serverless visitor counter API (Lambda + DynamoDB) and GitHub Actions CI/CD pipeline using OIDC authentication for automated deployments.