

## Dustin Umphress

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### Professional Summary

Systems Administrator with 10+ years of IT and infrastructure experience in healthcare environments. Hands-on experience with AWS serverless architectures, infrastructure automation, AI-assisted compliance tooling, and cost optimization. Building expertise in cloud operations through practical deployment of production systems.

### Technical Skills

#### Cloud & Infrastructure

AWS (EC2, S3, IAM, Lambda, API Gateway, DynamoDB, CloudFront, ECR, CloudFormation, Lightsail, Glacier), Windows Server, Networking (DNS, DHCP, TCP/IP)

#### Operations & Automation

Configuration-based automation, lifecycle policies, cost controls, Python (AI-assisted), Bash, SQL, Make.com, n8n

#### Identity & Collaboration

Microsoft 365, Entra ID (Azure AD), MFA, RBAC, Conditional Access, SharePoint Online, Exchange Online

### Professional Experience

#### Systems Administrator — The Doctor's Solution | Apr 2022 – Present

- Administer Microsoft 365 tenant including identity, licensing, Exchange Online, and security controls
- Migrated 2TB+ of data from Dropbox to SharePoint Online with redesigned permissions model
- Built operational automations using Python, SQL, and workflow tools to reduce manual processes
- Designed and operated AWS-based systems focused on cost control, automation, and reliability
- Provided Tier 2/3 support across hardware, applications, and network infrastructure

#### Technical Operations Lead / Account Manager — GetixHealth | Mar 2021 – Apr 2022

- Served as technical liaison between operations teams and corporate IT
- Introduced SQL-based reporting and operational automation
- Supported system reliability and operational process improvements

### **Systems Administrator & Operations Lead — CHRM | Dec 2018 – Mar 2021**

- Sole IT administrator supporting 40+ users
- Managed Entra ID, MFA, Conditional Access, and Windows Server infrastructure
- Administered SQL Server databases with high availability requirements

### **Selected Cloud & Systems Projects**

- Built medical compliance auditing system on AWS using deterministic NCCI/MUE rule engines combined with Claude AI API via Lambda and API Gateway for clinical documentation verification, deployed via CloudFormation with automated CI/CD pipeline
- Developed serverless web application using S3, CloudFront, Lambda, API Gateway, and DynamoDB with visitor counter functionality and GitHub Actions CI/CD pipeline using OIDC authentication for automated deployments
- Migrated production WordPress sites to AWS Lightsail with cost optimization
- Implemented automated EC2 lifecycle management with Discord bot integration for on-demand game server provisioning
- Configured AWS Glacier Deep Archive for long-term backup storage

### **Certifications**

AWS Certified Solutions Architect – Associate (Active)

AWS Certified Cloud Practitioner (Active)

AWS CloudOps Engineer – Associate (In Progress)

### **Education**

Western Texas College — General Studies