

# DUSTIN UMPHRESS

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## 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 — including a serverless medical compliance auditing proof-of-concept on AWS and 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, ECR, IAM, VPC, Route 53, CloudFront, DynamoDB, Lightsail), Linux (Ubuntu), Windows Server, DNS/DHCP/TCP-IP

**Automation & DevOps:** Python (Boto3), Bash, SQL, 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

- Designed and built a medical compliance auditing system in Python to evaluate claims against CMS NCCI/MUE rules, developed as an internal proof-of-concept.
- Implemented a deterministic SQL-based rules engine with LLM-assisted clinical explanation applied only after PHI sanitization, explicitly separating compliance logic from AI reasoning.
- 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 \$1400+ in annual redundant IT costs through infrastructure audit and vendor consolidation — a 94% reduction in overhead spend
- Migrated production WordPress sites to AWS Lightsail with DNS cutover and post-migration stabilization, reducing hosting costs
- Provided Tier 2/3 technical support across hardware, networking, and application infrastructure

**Account Manager** — GetixHealth Mar 2021 – Apr 2022

- Retained through acquisition of CHRM; managed client accounts and served as technical liaison between operations teams and corporate IT
- Successfully transitioned 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**

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#### **Medical Compliance Engine — [github.com/dustinumphress/medical-compliance-engine](https://github.com/dustinumphress/medical-compliance-engine)**

Medical compliance audit engine in Python combining deterministic CMS NCCI/MUE SQL logic with LLM-assisted clinical reasoning applied only to sanitized text.

Features a containerized AWS Lambda demo deployed via ECR, validating serverless execution while maintaining a local-first, auditable core.

#### **On-Demand EC2 Game Server Orchestration — [github.com/dustinumphress/aws-satisfactory-on-demand-hosting](https://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](https://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.