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Objective

Experienced System Administrator skilled in navigating complex challenges within the dynamic landscape of medical Information Technology. Demonstrated expertise in resolving intricate technical issues and facilitating large-scale migrations, ensuring seamless business continuity. Committed to leveraging solid problem-solving abilities and comprehensive knowledge to contribute effectively to organizational success.

Self Taught System Administrator Experience

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Korea Site Manager

Leidos May 2016 - Present

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Managed Data Center Migration:

- Orchestrated the seamless migration of electronic health records server stack and SAN to a new data center location, ensuring uninterrupted operations.
- Coordinated travel logistics and access control for system engineers, facilitating a smooth transition.
- Collaborated closely with customers to understand timeline requirements and logistical needs, ensuring proper handling of PHI removable media during server relocation.

Work Instructions and SOP Enhancement:

- Overhauled outdated work instructions and standard operating procedures, enhancing local site reference materials and training resources.
- Personally selected to review and improve enterprise-level work instructions and SOPs across global contract coverage areas, ensuring consistency and effectiveness.

Personnel Management and Operations Oversight:

- Led personnel, operations, and customer relations for all medical facilities in the Republic of Korea, overseeing a team of 7 individuals.
- Provided guidance and support to ensure operational efficiency and excellence in customer service delivery.

Technical Administration and System Monitoring:

- Administered system backups and monitored performance, ensuring reliability and availability of the electronic health record database supporting 1300 users.
- Implemented role-based access controls and conducted regular audits to maintain data security and compliance standards.

Troubleshooting and Issue Resolution:

- Resolved application misconfigurations promptly, restoring access to electronic health records for 1300 users and minimizing impact on patient care and revenue loss.
- Provided comprehensive customer support, diagnosing and resolving PC, printer, network, software, and database access issues, closing 2000 trouble tickets in 2021.

Cybersecurity and Compliance Leadership:

- Contributed to cyber awareness training and mitigated potential PHI/PII leakage risks, averting costly HIPAA violation fines.
- Maintained impeccable compliance with data classification standards and HIPAA regulations, ensuring secure storage and transmission of sensitive documents.

Instrumental Technical Support:

- Played a vital role in integrating proprietary lab instruments with the electronic health record database, facilitating continuous patient care and enhancing productivity.
- Coordinated efforts to establish communication for new lab testing instruments during hospital relocation, ensuring accurate and reliable testing for over 30k patients.

CYBER SECURITY ENGINEER

Root Access Protection June 2021 - Present

- Led the development and prioritization of Key Performance Indicators (KPIs), reporting, and metrics to assess the efficiency and performance of Root Access Productions and its subsidiaries.
- Provided expert technical guidance in system administration, specializing in areas such as network security, platform security, and security frameworks, acting as a key consultant.
- Established and managed strategic partnerships to enhance system administration capabilities, fostering collaborations with Fortune 100 companies and Series A startups.
- Worked closely with the Root Access protection team to evaluate and optimize mitigation strategies, offering essential guidance and assistance for potential clients.
- Utilized advanced OSINT techniques to create informative content on system administration topics for Twitch streams, delivering valuable insights to a monthly audience of 16K viewers. Successfully met performance goals for stream partnerships, including those with Fortune 100 companies.

Other Professional Experience

TRICARE BENEFICIARY SERVICE REPRESENTATIVE

Leidos March 2015-May 2016

Effective Communication:

- Conducted engaging public briefings to educate 2500 active duty military personnel on the medical benefits offered by Tricare (military health insurance), demonstrating strong public speaking skills.

- Delivered one-on-one counseling sessions to address the individual needs and concerns of military members regarding their benefits, showcasing empathy and active listening.

Customer Service:

- Acted as a customer educator, providing personalized assistance and guidance to military members, ensuring they were well-informed about their entitlements and benefits.
- Distributed marketing materials and utilized technological self-service aids to facilitate access to Tricare benefits, prioritizing customer satisfaction and convenience.

Organizational Skills:

- Implemented efficient file management systems to organize and maintain active files for 2500 active duty service members, demonstrating meticulous attention to detail.
- Managed logistics for enrollment forms, ensuring compliance with HIPAA regulations for the storage and shipping of sensitive documents, highlighting a commitment to data security and compliance.

ACMI POD LOADER

Cubic Worldwide Technical Service August 2013-March 2015

- Training facilitator providing support of critical United States Air Force pilot training. Allowing instrumental review and planning to ensure offensive advantage and air dominance while minimizing risk. Facilitated combat exercises of large scale training operation to include US and foreign military.

SENIOR AIRCRAFT ARMAMENT MAINTENANCE SUPERVISOR

United States Air Force September 1999-August 2013

- Utilized specialized tools and conducted functional tests to enhance the operational capabilities of multiple United States Air Force aircraft. Provided comprehensive support for both scheduled and unscheduled maintenance of all weapons system components, ensuring optimal performance and reliability. Compiled and analyzed data to generate detailed reports on daily aircraft operations, including manpower allocation, scheduling efficiency, and mission accomplishment metrics, enabling senior leadership to make informed decisions.
- Maintained meticulous documentation and reviewed aircraft maintenance logs to track all maintenance events and identify discrepancies, prioritizing aircraft reliability and safety for flight operations.
- Demonstrated leadership and training abilities by overseeing teams ranging from 3 to over 200 members. Developed and managed workplace shift schedules for twenty-four-hour operations, including appointment coordination, vacation planning, and personnel rotation. Mentored junior military members to succeed in their military careers and prepared them for transition to civilian life.
- Revamped workplace training programs by implementing on-the-job training initiatives, streamlining the qualification process for employees and boosting productivity and quality standards in a fast-paced aircraft maintenance environment.

Education and Training

- CISCO Certified Entry Networking Technician (CCENT)
- CompTIA Security +
- CompTIA Network +
- CompTIA A +

University of Maryland Global Campus * Computer Science Major (1 semester) * Languages learned * Python * Java