

ABOUT ME

Cloud Support Specialist with a career managing HIPAA-compliant healthcare infrastructure, and a lifelong passion for Linux and open-source. I am seeking a Systems Administration position focusing on Linux platforms.

EXPERIENCE

Premier Inc. – Contigo Health, Oct. 2022 – Oct. 2025*IT Support Specialist, Remote*

- Loaded claims on a strict daily schedule, ensuring their timely processing.
- Deployed internal applications and services (Golang) to support claims processing operations.
- Ensured all claims were correctly processed and pipeline automation was functioning as intended.
- Created, migrated, documented, and optimized Azure pipelines for claims processing.
- Fulfilled tickets on ServiceNow, which included user provisioning, account resets, and software and hardware troubleshooting for our numerous internal applications.

RELEVANT SKILLS

- **Microsoft Azure**
 - Professional use of Azure Pipelines for both claims processing and edge computing.
 - Experience with Azure Resource Manager (ARM / Bicep) templates for Infrastructure as Code.
 - Azure Kubernetes Service (AKS) for deploying, managing, and scaling containerized applications.
 - Professional use of Azure DevOps for continuous integration and continuous deployment (CI/CD) pipelines and Git repository hosting.
 - Configuration of Azure Update Manager (AUM) for managing and automating updates across Azure resources.
 - Experience with administering Azure resources and services, including virtual machines, storage accounts, and networking components.
 - Familiarity with Azure security and compliance features, including role-based access control (RBAC) and Azure Policy.
 - Experience with monitoring and optimizing Azure infrastructure performance.
- **Microsoft Windows**
 - In charge of administering and migrating Active Directory servers.
 - Responsible for configuring and maintaining Windows file sharing.
 - Orchestration of Active Directory servers using PowerShell scripts.
 - Day-to-day familiarity with the Microsoft Office suite.

PROJECTS AND MERITS

- **Home Lab**
 - Home lab maintained for personal education and experimentation.
 - Rack-mounted server-grade hardware in the basement supporting the home network and providing compute resources for various open-source projects.
 - Skills above integrated into a stack of containerized applications deployed with Docker Compose to auto-scale, update, and configure automatically.
 - Significant experience with ZFS for managing storage in the home lab.
 - Home network set up using Ubiquiti's UniFi network software.
 - Remote work setup curated for optimal productivity and connectivity.

Johnson & Johnson – MedTech, Oct. 2025 – Present*Cloud Support Specialist, Remote*

- Support cloud infrastructure for Impella Connect – a multi-region mission-critical healthcare application in the cardiac space.
- Write Change Requests for system updates, maintenance tasks, and new infrastructure deployments.
- Monitor cloud infrastructure performance to ensure high availability and reliability.
- Deployed new Azure DevOps pipelines in Azure Data Factory (ADF).
- Document and maintain cloud infrastructure configurations and procedures – especially for ISO 27001 and SOC 2 compliance.
- Administer log requests for our Impella Connect product for further analysis.

• **Healthcare Expertise**

- Impella Connect: Supporting of a multi-region mission-critical healthcare application in the cardiac space.
- ISO 27001 & SOC 2: Assistance in auditing and documenting compliance processes for both Contigo Health and Johnson & Johnson.
- Claims Processing: Daily use of our legacy claims processing application, Healthpac.
- Log Retrieval: Experience in retrieving and analyzing logs for troubleshooting and auditing purposes.
- System Transitions: Assisted in the migration from Healthpac to the new SaaS platform, Javelina.
- Salesforce: Management of user accounts in the company CRM by fulfilling user tickets using policy-bound roles and profiles.
- Account Provisioning: Verification that all created account permissions meet and exceed regulatory standards.

• **Linux / *BSD**

- Professional use of Red Hat Linux, Ubuntu Linux, and OpenBSD.
- Experience with pfSense and TrueNAS (FreeBSD) appliances as routers and storage solutions, respectively.
- Kubernetes experience, including deploying, managing, and scaling containerized applications in production environments.
- Extensive professional and personal experience with Linux system administration, including server setup, configuration, and maintenance – especially with Docker.
- Lifelong passion for Linux and open-source technologies, continuously exploring and contributing to the community.

• **Code Contributions**

- Code merged into the GNU Guix distribution.
- Code merged into the postmarketOS Linux distribution.

• **North Hills Christian Church**

- Head of the team responsible for overseeing all AV operations during church services.
- Weekly volunteer for the Church's food distribution program.

• **Boy Scouts of America, National Court of Honor**

- Certificate of Merit, *Lifesaving*.