

Tony Paris He/Him

Multidisciplinary Professional · Five-Track Specialist

Content · Inside Sales · SEO/AIVO · Tech Support · Workforce Services

Livonia, Michigan · (734) 521-6489 · Tony@AParis.US · aparis.us · linkedin.com/in/trust-apolis

Why hire Tony for this role: One candidate, five role tracks. 34+ years of cross-functional professional work. HIPAA + PCI trained, OnBase Certified, American English speaker with professional transcription in 7 additional languages. Has built and operated AppWT (10-person team, BBB A+, 9,500+ clients across 5 countries) concurrently with 9 years of remote-W2 reliability at i3 Verticals.

CORE SKILLS

CONTENT & EDITORIAL: Content Writing & Editorial Audio Transcription (built transcribe.appwt.com) Schema Markup

AI-Assisted Content SOP Authoring

INSIDE SALES & CLIENT SUCCESS: Consultative Selling Onboarding at Scale Renewals & Expansion CRM Hygiene

Multi-Language Account Support

SEO / AI VISIBILITY: Technical SEO AIVO / GEO / AEO Methodology llms.txt + llms-full.txt IndexNow Submission

Voice Search Optimization

TECHNOLOGY SUPPORT: Tier 2/3 Escalation Incident Response OnBase Admin MiFile + TrueFiling court e-filing

Linux / cPanel Cloud Support

COMPLIANCE & TOOLS: HIPAA + PCI Trained OnBase Certified (Hyland 2020) CPHT (PTCB 2014) CPFM (ANSI 2010)

Microsoft 365 / Google Workspace

AI PLATFORMS: Claude · ChatGPT · Gemini · Perplexity · Copilot · Alexa · Siri · Google Assistant

PROFESSIONAL EXPERIENCE

Associate Cloud Support Engineer & Certified Administrator

June 2017 – March 2026 · Remote

i3 Verticals · Royal Oak, Michigan

- ▶ 9 years supporting MiFile (Michigan court e-filing) and TrueFiling (national multi-state EFSP) — court-clerk training, attorney-facing user guides, judicial-staff escalations, integration debugging, and rollout SOPs across Michigan circuit, probate, district courts plus out-of-state TrueFiling.
- ▶ HIPAA-regulated healthcare and government cloud support. Hyland OnBase administration, incident response, SLA management, end-user training, and content authoring.
- ▶ Reduced mean time to resolution through SOP authoring and knowledge-base curation.
- ▶ Authored resolution playbooks that became team standard. Delivered instructor-led training on OnBase, MiFile, and TrueFiling.
- ▶ 9 years continuous remote-W2 reliability.

Corporate Advisor & Technology Trainer

September 2010 – June 2017

Diplomat Specialty Pharmacy · Flint, Michigan

- ▶ Designed automated database systems reducing insurance-approval turnaround from days to hours across oncology, fertility, and autoimmune therapy lines.
- ▶ Trained pharmacy staff across administrative systems and compliance protocols.
- ▶ Wrote and maintained pharmacy operations documentation, training manuals, and compliance content.

EDUCATION & CREDENTIALS

EDUCATION

CERTIFICATIONS

- **Baker College** Major in Web Development, Minor in Graphic Communications · 2005 – 2008
- **Carman-Ainsworth High School** High School Diploma · 1997 – 2001
- **Diplomat University (Corporate Training)** Pharmacy Administration, Policy & Regulatory Affairs · 2011 – 2017
- **OnBase Certified System Administrator** Hyland · 2020
- **Introduction to Workflow** Hyland · 2020
- **Certified Pharmacy Technician (CPhT)** PTCB · 2014
- **Certified Professional Food Manager** ANSI · 2010
- **HIPAA + PCI Compliance Trained** 2017–2026

LANGUAGES, COMPLIANCE & OPERATING STYLE

Spoken: American English (native fluent). Reads Canadian, Australian, British English variations.

Transcribes professionally: French · Spanish · Korean · Japanese · Urdu · Chinese · Arabic.

Compliance: HIPAA Compliance Trained · PCI Compliance Trained · Background-check ready · Remote-native (9 yrs W2 remote at i3 Verticals)

AWARDS & RECOGNITION

- ★ CanadianSME Small Business Awards 2025 — Sustainable Business Nominee
- ★ TechBehemoths Web Design Award (2025)
- ★ Digital Excellence Gold Award (2024)
- ★ Most Innovative Web Design Agency in Michigan (2024)

COMMUNITY & SERVICE

- Vice President — Westland Area Jaycees
- Communications Specialist — JCI Michigan / Junior Chamber International
- Web Editor — Forever Families, Inc.
- Teacher — Holy Redeemer Catholic School
- Community Volunteer — Livonia, Redford, Wyandotte Jaycees
- Community Volunteer — Carriage Town Ministries, Awaken Ministry

CONCURRENT VENTURE — DISCLOSED

Founder & Chief Technologist

July 1997 – Present

AppWT Web & AI Solutions (AppWT LLC) · Livonia, Michigan

- ▶ Concurrent venture, disclosed in advance. 10-person team across development, design, security, SEO, marketing. BBB A+ accredited, 5.0 Google rating, 9,500+ clients across 5 countries, 23,700+ projects delivered.
- ▶ Operating bandwidth is the company team, not Tony alone. Easily bounded by employment agreement (non-compete scope, conflict-of-interest review, IP terms).

Ready to move this forward?

Text or call **(734) 521-6489** · Email **Tony@AParis.US** · Response in under 4 hours during US business hours