

TONY PARIS He / Him

Information Technology Support Specialist

Help Desk · Cloud Operations · Document Management · Data Operations · Customer Service

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Languages: English (native) plus professional transcription support in French, Spanish, Korean, Japanese, Urdu, Chinese, Arabic

OPEN POSITIONS SOUGHT

IT Support Specialist · Help Desk Analyst · Cloud Support Engineer · Systems Administrator · Document Management Administrator · Technical Trainer · Customer Service Representative (Tier II / III)

AVAILABILITY

Available: Immediately, full-time, day or evening

Work Modes: On-site, hybrid, or remote

Commute: Up to 45 miles, Metro Detroit (Wayne, Oakland, Macomb, Washtenaw)

Transportation: Own vehicle, valid Michigan license

Authorization: U.S. citizen, no sponsorship needed

CORE SKILLS

Technical Support

- Help desk ticket triage and resolution
- Phone, email, and chat support
- Incident response and root cause analysis
- End-user training delivery

Systems, Cloud & Compliance

- Linux and Windows Server administration
- Cloud platform support (multi-tenant)
- DNS, SSL/TLS, and cPanel/WHM
- HIPAA Privacy and Security Rules
- PCI DSS familiarity, PHI handling

Document Management

- Hyland OnBase administration
- OnBase workflow configuration
- Enterprise content management

Data Operations

- Data entry (pharmacy-grade accuracy)
- Data validation and quality review
- Spreadsheet analysis (Excel, Google Sheets)
- MySQL queries and reporting

EDUCATION

Baker College · 2005 – 2008

Web Development (major), Graphic Communications (minor)

Carman-Ainsworth High School · 1997 – 2001

High School Diploma

CERTIFICATIONS

OnBase Certified System Administrator · Hyland, 2020

OnBase Workflow Certified · Hyland, 2020

Certified Pharmacy Technician · PTCB, 2014

Certified Professional Food Manager · ANSI, 2010

HIPAA & PCI DSS Compliance Trained

PROFESSIONAL EXPERIENCE

Associate Cloud Support Engineer & Certified Administrator i3 Verticals — Royal Oak, Michigan

June 2017 – March 2026 · Full-time

- ▶ Triageed and resolved escalated support tickets across HIPAA-regulated healthcare and government cloud environments while maintaining strict service-level agreements
- ▶ Led incident response: detection, containment, customer communication, resolution, and post-incident documentation
- ▶ Monitored uptime, system performance, and security posture across multi-tenant client accounts
- ▶ Administered Hyland OnBase systems including workflow configuration, user provisioning, audit trail review, and system optimization
- ▶ Authored standard operating procedures and runbooks that measurably reduced mean time to resolution
- ▶ Delivered end-user training on cloud platform operations and security best practices

Corporate Advisor & Technology Trainer

Diplomat Specialty Pharmacy — Flint, Michigan

September 2010 – June 2017 · Full-time

- ▶ Designed and implemented automated database systems that reduced insurance approval turnaround from days to hours
- ▶ Engineered ticketing and workflow systems for medication fulfillment across oncology, fertility, and autoimmune therapy lines
- ▶ Operated pharmacy-grade data entry and record review under regulatory oversight
- ▶ Trained staff across departments on pharmacy administration systems and compliance protocols

Founder & Chief Technologist (Concurrent Venture)

AppWT Web & AI Solutions LLC — Livonia, Michigan

July 1997 – Present · Self-employed, evenings and weekends

- ▶ Operate a Linux server supporting 9,500+ small-business clients with 24/7 availability
- ▶ Manage DNS, email, SSL/TLS, and security across 280+ subdomains
- ▶ Resolved 23,700+ support tickets with BBB A+ accreditation and a 5.0 Google rating
- ▶ Lead a 10-person team across development, security, and client support

COMMUNITY & VOLUNTEER

- 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, Carriage Town Ministries, Awaken Ministry