

# TONY PARIS He/Him

## Technology Analyst & Incident Response Specialist

Ticketing · Incident Response · Cloud Support · Data Operations

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### CORE SKILLS

#### TICKETING & INCIDENT RESPONSE

- Escalated Ticket Triage & Resolution
- Incident Response Playbooks
- Root Cause Analysis
- Mean Time to Resolution (MTTR) Reduction
- SLA Management & Reporting
- Post-Incident Documentation
- On-Call Rotation Experience
- Priority & Severity Classification

#### CLOUD & INFRASTRUCTURE

- HIPAA-Regulated Cloud Support
- Multi-Tenant Environment Administration
- Linux / Apache / Windows Server
- DNS, cPanel/WHM, Cloudflare
- SSL/TLS Certificate Management
- System Performance Monitoring & Tuning
- Uptime & Availability Monitoring

#### DATA OPERATIONS

- Data Entry Accuracy (Pharmacy-Grade)
- Data Quality Review & Validation
- MySQL Query & Reporting
- Spreadsheet Analysis (Excel / Google Sheets)
- Record Reconciliation
- Audit Trail Review
- Structured Data Cleanup

#### COMPLIANCE & SECURITY

- HIPAA Security Rule
- PCI DSS Familiarity
- PHI Handling & Access Control
- Government Systems Compliance
- Risk Assessment
- Data Loss Prevention
- Cybersecurity Fundamentals

#### PLATFORMS & TOOLS

- Hyland OnBase (Certified Administrator)
- OnBase Workflow Configuration
- Enterprise Content Management
- Zendesk / ServiceNow / Freshdesk (Familiar)
- Git / Version Control
- REST API Troubleshooting

#### TRAINING & DOCUMENTATION

- End-User Training Delivery
- SOP Development
- Knowledge Base Authoring
- Cross-Functional Team Coordination
- Client Consulting

#### LANGUAGES

English (Native) · French · Spanish · Korean · Japanese · Urdu · Chinese · Arabic

#### EDUCATION

##### Baker College

Major in Web Development, Minor in Graphic Communications  
2005 – 2008

##### Carman-Ainsworth High School

High School Diploma  
1997 – 2001

#### PROFESSIONAL DEVELOPMENT

##### Diplomat University (Corporate Training)

Pharmacy Administration, Policy & Regulatory Affairs  
2011 – 2017

#### CERTIFICATIONS (PAST)

OnBase Certified System Administrator— Hyland, 2020  
Introduction to Workflow— Hyland, 2020  
Certified Pharmacy Technician (CPhT)— PTCB, 2014  
Certified Professional Food Manager— ANSI, 2010  
HIPAA Compliance Trained  
PCI Compliance Trained

#### 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 & 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

Community Volunteer — Carriage Town Ministries, Awaken Ministry

## PROFESSIONAL EXPERIENCE

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

Jun 2017 – Mar 2026

- Triaged and resolved escalated support tickets across HIPAA-regulated healthcare and government cloud environments while maintaining strict SLA targets
- Led incident response processes including detection, containment, communication, resolution, and post-incident documentation
- Monitored uptime, system performance, and security posture across multi-tenant client accounts
- Administered Hyland OnBase systems: workflow configuration, user provisioning, audit trail review, and system optimization
- Authored SOPs 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

Sep 2010 – Jun 2017

- 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

## CONCURRENT VENTURE

### Founder & Chief Technologist

#### AppWT Web & AI Solutions (AppWT LLC) | Livonia, Michigan

Jul 1997 – Present (Concurrent Venture)

- Operate dedicated Linux server infrastructure supporting 9,500+ clients with 24/7/365 availability
- Manage DNS, email, SSL/TLS, and cybersecurity operations across 280+ subdomains
- Resolved 23,700+ project tickets with BBB A+ accreditation and 5.0 Google rating
- Lead a 10-person team across development, cybersecurity, and client support