







CAMERON MALFARA

Senior IT Manager

CONTACT INFORMATION

-  (123) 456-7890
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-  Nashville, TN 12345

KEY SKILLS

- IT service desk operations
- Coaching and team development
- Mobile device management (MDM)
- Process optimization
- PowerShell/Bash scripting
- Root cause analysis
- Risk assessment and auditing
- Quantitative and qualitative analysis
- Windows, macOS, Linux
- Technical writing and documentation

CERTIFICATIONS

- Certified Information Systems Security Professional, International Information System Security Certification Consortium, August 2013
- Microsoft Certified System Engineer, Microsoft, April 2011

ABOUT ME

Senior IT manager with nearly a decade of driving digital transformation in health care IT. Known for improving cybersecurity and ensuring compliance with industry standards. Leads through accountability, mentorship, and continuous improvement.

PROFESSIONAL EXPERIENCE

Senior IT Manager

MediPro, Memphis, TN | March 2020 - Present

- Institute Agile leadership for a team of 15 specialists, analysts, and engineers to implement IT initiatives across eight hospitals and outpatient clinics
- Oversee a budget of \$5 million for technological upgrades and infrastructure improvements
- Develop and deliver quarterly training programs for approximately 200 health care employees on new or updated medical device management software
- Monitor MDM suites for over 500 endpoints across Windows, Mac, and mobile devices, maintaining 100% patch compliance

IT Manager

PatientFirst, Clarksville, TN | January 2015 - February 2020

- Headed a team of seven IT support technicians, resolving over 200 weekly tickets and maintaining an average customer satisfaction rating of 95%
- Reduced JIRA backlog by 40% with the establishment of new key performance indicator (KPI) tracking to include ticket status, mean time to repair (MMTR), and first-call resolution
- Configured Okta identity provider with single sign-on (SSO)/open authorization (OAuth) for 23 software applications to improve secure access and onboarding

EDUCATION

Master of Science (M.S.) Business Administration

University of Tennessee, Knoxville, TN | June 2014

Bachelor of Science (B.S.) Computer Science

Nashville State Community College, Nashville, TN | June 2010