



Liberty Superior Design, Inc.

Arthur Murray, Jr.

Summary of Qualifications

I have over a decade of Information Technology (IT) experience. I am a well qualified hardware/software installer/troubleshooter. I have a varied infrastructure history, refresh and upgrade experience including: Networking design and administration, hardware, Citrix config/troubleshooting, Server and Security Admin for network groups, Terminal emulation, Active Directory and Netware, and building servers. I can work unsupervised and efficiently, am detail oriented and able to manage multiple tasks with multiple technicians and local hospital IT staff to perform these upgrades/installs. My experience includes performing these skills in almost all previous work experienced environments, but additionally in healthcare/hospital environments, including Columbia/HCA and Apex Systems, where I specifically utilized Health Medical System (HMS) basics for connectivity/logon/and other technical skills. I can and am prepared to travel full time to client's hospitals and perform deployments and upgrades as needed.

Professional Experience

3/1/2011-Present

Apex Systems, Nashville, Tennessee
Clinical Security Admin (Contractor)

Clinical Security Admin at (CHS)-Contractor creating Meta ID's, Horizon Clinical Infrastructure, HPP account creations and Active Directory user account modifications for new application security.

Provided support for certified health care information technology including electronic health records, medical billing and claims management software for Medical facilities, Pharmacies and Hospitals.

- Supported with the following Operating Systems/Applications (AS400, Novell Identity Manager, converting to MS Windows Server, McKesson, Meditech, and Health Management Systems).
- Provide technical support and consultation for enhancement of and change to enterprise security configurations.
- Troubleshoot and design enterprise-wide group policy objects within a Microsoft Active Directory environment.
- Analyze and resolve customer problems by providing third level support to end-users regarding identity related issues.

12/2010 – 2/31/2011

Computer Merchant/ Pomoroy, Nashville, Tennessee
Computer Technician (Contractor)

Nissan Corp. Updating the USA and Canadian Dealer Software Portal from a JAVA based application to an Active Directory application.

- Carried out architecture, design, developments, and testing of the custom distributed server/client applications which were implemented in enterprise-wide environments.
- MS SQL Server and Oracle Server. Handle database instances, supervise server performance, adjust database server and functions, and do backup and recovery. Offer consulting solutions to different clients in a database designs, implementation of data warehouse, database server configuration, server performance correction, and an application tuning.



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7/2009 – 11/2010

Apex Systems Inc, Nashville, Tennessee

Systems Analyst-Contractor at StThomas and Baptist Hospitals in Nashville, TN and Middle TN Medical Center in Murfreesboro, TN.

Responsibilities Supporting:

- Information Security or related field in a medium to large enterprise preferably in a multi-hospital and /or medical center setting.
- Internet/Intranet, mainframe, networking, security, and technical support.
- Supported with the following Operating Systems/Applications (AS400, Novell Identity Manager, converting to MS Windows Server, McKesson, Meditech, and Health Management Systems)
- Provide technical support and consultation for enhancement of and change to enterprise security configurations.
- Troubleshoot and design enterprise-wide group policy objects within a Microsoft Active Directory environment.
- Analyze and resolve customer problems by providing third level support to end-users regarding identity related issues.
- Handle all things related to end-user computer devices and PC operating systems (e.g., Proficiency using common software programs like Microsoft Word, Outlook, Excel, etc.)
- Supported email systems SMTP, IMAP, and POP3. Diagnosing and resolves problems associated with cross-platform mail. Performs standard mail migrations and monitors mail gateways and directory exchange functions.
- Provided deployment of 17 servers using HP RDP Active Directory methodology, building stand-alone and SAN boot servers.
- Blackberry Administrator responsible for creating, backup editing, and assigning over 750 WLAN configuration sets to administer Blackberry device user accounts for all Hospital Executives, Doctors, and Nurses with Blackberry Manager and the Blackberry Enterprise® Server User Administration Tool.

6/2009- 5/2008

Murray and Associates, Nashville, Tennessee

Self Contractor Consultant

1/2006 – 5/2006

Quanta, LaVergne, Tennessee

Computer Repair Technician

Responsibilities included:

- Troubleshooting over the phone and at site desktop PC/Laptop hardware and software including Antivirus, setup and installation of Citrix ICA clients. Deployed and managed P.C. images, software, updates and application integrations, testing, and troubleshooting of desktop application problems.
- Prioritizes and performed a variety of concurrent tasks with minimal direction.
- Conducted weekly status meetings with readiness teams.

6/2004- 10/2004

Murray and Associates, Nashville, Tennessee

Self-Contractor Consultant

11/2004 – 6/2008

Dell Corporation, Nashville, Tennessee

Computer Technician



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Responsibilities included:

- Supported Microsoft Operating Systems (XP, Vista, Windows 7, Windows Server 2003/2008), Microsoft Office 2003/2007 (Word, Excel, PowerPoint, Visio, Outlook)
- Handle all end-user support calls ranging from password resets to remote printing and scanning problems to creating/modifying active directory user accounts, run daily checks and log into critical servers and systems.
- Responded to customer technical issues related to hardware, software and networking via e-mail and phone.
- Responsible for all components of the help desk ticket tracking system.
- Ensure the customer receives excellent and timely customer service by making sure our response/resolution times exceed expectations voted best customer service in the department.
- Provided telephone and remotely supported clients using Citrix applications around the country from the call center.
- Supported Microsoft servers and systems, VMWare virtualization administration, LAN and WAN infrastructure and supporting hardware (routers, switches, firewalls, etc), as well as web systems administration (various protocols [HTTP, FTP, TCP/IP, etc]).
- Analyze and resolve customer problems by providing third level support to end-users regarding identity related issues
- Support efficiently verify, identify, and resolve user issues without physical access to the user's or corporate hardware.

10/2003- 5/2004

Metropolitan Nashville Schools, Nashville, Tennessee
Computer Technician (Consultant/Analyst)

Responsibilities included:

Network deployments often consist of the following tasks:

- WAN setup
- Router installation and configuration
- Firewall installation and configuration
- Workstation/Server hardware installation and configuration
- Workstation/Server OS installation and configuration
- Workstation/Server OS upgrading over 700 systems
- Workstation/Server application installation and configuration

12/2002- 9/2003

Murray and Associates, Nashville, Tennessee
Self-Contractor Consultant

11/1998 – 11/2002

Columbia/HCA Healthcare Corp., Nashville, Tennessee
Implementation Services Specialist (Consultant)

Responsibilities included:

- Making house calls for people who are having difficulty with a particular piece of computer hardware or software. Most of these people who needed help were asked to describe the problem as well as the commands that were entered or steps taken that led up to the problem.
- Supported over 1200 Terminal servers for accounts payable/receivable to getting the UNIX OS updated to year 2000 compliance.
- Perform weekly root-cause analysis of all terminal servers and hospital claims from all locations; initiate 60-80 calls per week to Hospitals/Retailers to ensure claim accuracy and report metrics to corporate headquarters.

Michael Rodgers

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4/1998- 10/1998

Murray and Associates, Nashville, Tennessee
Self-Contractor Consultant

3/1998- 11/2001

Arnold Engineering Air Force Base-ACS, Tullahoma, Tennessee
Computer Technician (Consultant)

Responsibilities included:

- Support of Windows NT based server and workstation operating systems and included services.
- Supported local and network Printer installations.
- Workstation application installation and configuration.
- Network Antivirus software installation and configuration.
- Provided telephone and remote support for the Call Center.

6/1997- Present

Murray and Associates, Nashville, Tennessee – Self Contractor Consultant

Essential Bookkeeping Services, Nashville, Tennessee

Shiloh Non-Profit, Nashville, Tennessee

- Provided system administration and network administration services to various clients in and around Nashville.
- Performed integration tasks for in-house developed systems and/or purchased hardware and software solutions.
- Supported in system administration, including system maintenance, workstation support, Internet connectivity, VPN setup and troubleshooting, security services, and back-up procedures.
- Handle all things related to end-user computer devices and PC operating systems (e.g., Proficiency using common software programs like Microsoft Word, Outlook, Excel, etc.)

Education

I.T.T. Technical Institute

Donelson, Tennessee

Major: Electronic Engineering Technology

United Technical Institute

Nashville, Tennessee

Major: Computer Science & Communications

New Horizons

Nashville, Tennessee

Windows 2000/XP Vista 7 Professional and Advanced Server

Microsoft Certified Professional (MCP)

A+ Certification IT



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