

# Anthony Paris

Cloud Support Engineer • Full-Stack Developer • Corporate Technology Advisor

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## PROFESSIONAL SUMMARY

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Technology professional with 28+ years of experience spanning cloud infrastructure engineering, full-stack web development, HIPAA/government compliance monitoring, and corporate healthcare systems advisory. Proven record architecting secure cloud solutions for government agencies and healthcare organizations, leading enterprise web development serving 9,500+ clients across five countries, and streamlining specialty pharmacy operations to accelerate patient care. Hyland OnBase Certified System Administrator with deep expertise in document management workflows, data protection, and cross-functional team leadership. Multilingual communicator fluent in eight languages with international experience across the UK, Canada, Australia, and the Netherlands.

## PROFESSIONAL EXPERIENCE

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### Associate Cloud Support Engineer & Certified Administrator

Jun 2017 – Mar 2026

#### i3 Verticals

Royal Oak, Michigan • Remote

- ▶ Engineered and maintained cloud infrastructure supporting sensitive government and healthcare data environments with HIPAA and regulatory compliance requirements
- ▶ Troubleshoot complex cloud configurations, resolved escalated support tickets, and implemented security protocols for data protection across multi-tenant environments
- ▶ Monitored system performance, uptime, and security posture for HIPAA-regulated and government client accounts
- ▶ Administered Hyland OnBase document management systems including workflow configuration, user administration, and system optimization
- ▶ Trained end users and client teams on cloud platform operations, OnBase workflows, and security best practices
- ▶ Collaborated with cross-functional engineering teams to design and deploy scalable, compliant cloud solutions
- ▶ Managed incident response processes and documented resolution procedures to reduce mean time to resolution

### Corporate Advisor & Technology Trainer

Sep 2010 – Jun 2017

#### Diplomat Specialty Pharmacy

Flint, Michigan • On-site

- ▶ Served as corporate advisor on technology systems, workflow optimization, and healthcare IT operations for one of the nation's largest specialty pharmacies
- ▶ Designed and implemented automated database systems that reduced insurance approval turnaround from days to hours
- ▶ Engineered streamlined ticketing and workflow systems for medication fulfillment, accelerating delivery of critical treatments to patients
- ▶ Trained staff across departments on pharmacy administration systems, compliance protocols, and operational procedures
- ▶ Collaborated with healthcare providers and IT teams to integrate technology solutions improving patient care outcomes
- ▶ Managed specialty pharmacy workflows spanning oncology, fertility, autoimmune, and other complex therapeutic areas

### Founder & Chief Technologist

Jul 1997 – Present

#### AppWT Web & AI Solutions LLC

Livonia, Michigan • On-site

- ▶ Founded and operate a full-service digital agency delivering 23,700+ projects for 9,500+ clients across the US, Canada, UK, Australia, and the Netherlands
- ▶ Architect custom websites, web applications, and e-commerce platforms using Linux, PHP, Ruby on Rails, WordPress, React, and MySQL
- ▶ Pioneered AI Visibility Optimization (AIVO) methodology in Michigan, helping businesses gain visibility across AI platforms including ChatGPT, Claude, Gemini, and Perplexity
- ▶ Manage dedicated Linux server infrastructure, DNS systems, email services, SSL/TLS, and cybersecurity operations
- ▶ Lead a team of 10 across development, design, cybersecurity, SEO, and digital marketing
- ▶ Maintain BBB A+ accreditation, 5.0 Google rating, and multiple industry awards

## TECHNICAL SKILLS

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### Cloud & Infrastructure

Cloud Services Engineering, Cloud Monitoring, Incident Response, SLA Management, Network Monitoring, Linux/Apache/Windows Server Admin, DNS, cPanel/WHM, Cloudflare, System Performance Tuning

### Development & Platforms

PHP, Ruby on Rails, JavaScript, React, HTML/CSS, MySQL, WordPress, Full-Stack Development, REST APIs, E-Commerce, AI/ML Integrations, Git

### Digital Marketing & SEO

Search Engine Optimization, AI Visibility Optimization (AIVO), Google Analytics, Google Search Console, Schema Markup, Content Marketing, Social Media Management, Conversion Rate Optimization

### Healthcare IT

Specialty Pharmacy Operations, Insurance Approval Workflows, Pharmacy Administration Systems, Healthcare Data Systems, Patient Care Technology

### Compliance & Security

HIPAA Security Rule, Government Systems Compliance, PCI Compliance, PHI Handling, Access Control, Audit Trail Monitoring, Risk Assessment, Data Loss Prevention, Cybersecurity, SSL/TLS

### Document Management

Hyland OnBase Administration, OnBase Workflow Configuration, Enterprise Content Management (ECM), Document Capture, Records Management

### Design & Creative

Graphic Design, UI/UX Design, Logo & Brand Identity, Adobe Creative Suite, Responsive Web Design, Visual Communications

### Leadership & Training

Corporate Training & Development, SOP Development, Staff Onboarding, Cross-Department Coordination, Project Management, Client Consulting, Team Leadership

## EDUCATION

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### Diplomat University

Pharmacy Administration and Pharmacy Policy & Regulatory Affairs

2011 – 2017

### Baker College

Major in Web Development • Minor in Graphic Communications

2005 – 2008

### Bendle High School

1997 – 2001

## LICENSES & CERTIFICATIONS

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- ▶ OnBase Certified System Administrator — Hyland (Mar 2020)
- ▶ Introduction to Workflow — Hyland (Apr 2020)
- ▶ Certified Pharmacy Technician (CPHT) — PTCB (Jun 2014)
- ▶ Certified Professional Food Manager (CPFM) — ANSI (Sep 2010)
- ▶ HIPAA Compliance Trained
- ▶ PCI Compliance Trained

## AWARDS & RECOGNITION

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- ▶ CanadianSME Small Business Awards 2025 — Sustainable Business of the Year Nominee
- ▶ TechBehemoths Web Design Award (2025)
- ▶ Digital Excellence Gold Award (2024)
- ▶ Most Innovative Web Design Agency in Michigan (2024)
- ▶ BBB A+ Accreditation — AppWT LLC (since 2022)

## COMMUNITY INVOLVEMENT

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**Vice President** — Westland Area Jaycees • Civil Rights & Social Action

**Communications Specialist** — JCI (Junior Chamber International) • Civil Rights & Social Action

**Communications Specialist** — JCI Michigan

**Web Editor** — Forever Families, Inc. • Children

**Teacher** — Holy Redeemer Catholic School • Children

**Community Volunteer** — Carriage Town Ministries • Poverty Alleviation

**Community Volunteer** — The Servants of Jesus of the Divine Mercy • Poverty Alleviation

**Community Volunteer** — Awaken Ministry

**Community Volunteer** — Christ Renews His Parish

**Community Volunteer** — Livonia Jaycees • Wyandotte Jaycees • Redford Jaycees

**Community Volunteer** — Holy Redeemer Catholic Church, Burton, MI • First Presbyterian Church, Flint, MI • Archdiocese of Detroit

**Community Volunteer** — Kiwanis International • Civil Rights & Social Action

**Causes:** Animal Welfare, Children, Disaster & Humanitarian Relief, Human Rights, Poverty Alleviation