

William Purdue

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Summary

As an accomplished I.T. professional with over 20 years of experience in leading and managing information systems, particularly within the healthcare and healthcare-related sectors, I am driven by a deep passion for leveraging technology to spur business growth and foster innovation. Throughout my career, I have demonstrated a commitment to excellence, not only in my own work but also in empowering my team to reach their full potential. By fostering a collaborative and inspiring environment, I ensure that we consistently deliver exceptional results.

Professional Experience

BP Technology Solutions Owner/Consultant March 2024 - Current

- Provide cloud solutions engineering, on-premises support, and migration services for hybrid and fully cloud environments.
- Consult with clients, including healthcare organizations, to deliver tailored IT solutions, focusing on cost-efficiency and practical problem-solving.
- Manage end-to-end projects, ensuring timely delivery and adherence to client budgets and requirements.

Bloom Insurance Director, Information Systems (Sr. Systems Engineer) 2012 - 2024

- Expanded the Information Systems group from a team of 1-2 to over 40 members, aligning with business growth needs.
- Developed and implemented KPIs to measure the performance of multiple IT teams across various functions.
- Conducted weekly meetings with the VP to align on business needs, address new threats, and explore emerging technologies.
- Led initiatives to achieve SOC 2 Type 2 compliance, enhancing the company's data security posture and ensuring adherence to industry standards for information security and privacy.
- Collaborated with leadership to establish goals fostering individual growth and driving company-wide improvements.
- Played a key role in annual budget planning and allocation.
- Connected with leaders company-wide to identify technology needs, forming committees to research and demo cost-effective solutions.
- Enhanced business continuity and disaster recovery processes.
- Led post-mortem reviews, ensuring accuracy and completion of follow-up items.
- Maintained strong relationships with development and data teams to ensure alignment of goals and complementary efforts.
- Facilitated meetings to address ongoing issues, discuss business growth, and promote team cohesiveness.
- Engaged in cost analysis meetings with vendors to optimize spending.
- Advocated for and supported professional development across the team.
- Continued to perform Systems Engineering tasks following promotion from Systems Engineer.
- Acted as the de facto Network Engineer for on-prem (office space and data center colos) networking, managing Juniper switching and routing, and Unifi access points for office spaces.
- Managed physical and virtual servers across on-premise, offsite data centers, and cloud environments.
- Increased call center uptime to 99.99%.

- Partnered with development teams to implement scalable, highly available web applications.
- Designed and deployed a new database cluster to replace outdated hardware.
- Architected and implemented a highly available, fault-tolerant VMware cluster.
- Developed and enforced policies and documentation to meet client audit requirements.
- Enhanced email security measures.
- Introduced continuous integration processes for developers.
- Automated numerous manual processes using PowerShell.
- Migrated significant amount of on-prem infrastructure to AWS
- Implemented automated deployment solutions for several production services.
- Established a reliable backup solution.
- Collaborated with Linux and network administrators to maintain a secure environment.
- Successfully migrated all Windows network and domain services from 2003 to 2012R2, and subsequently to 2016.
- Ensured compliance with Microsoft licensing requirements.
- Implemented Windows Server Update Services (WSUS).
- Rebuilt and optimized the entire Active Directory structure.

Monroe Hospital **Systems Administrator / I.T. Manager** *2008 - 2012*

- Provided top-tier support to ensure seamless resource availability for hospital employees.
- Delivered technical support to all hospital and physician network staff, as well as contractors and outside vendors.
- Implemented a WAN across 12 locations, centralizing connectivity for the entire organization.
- Managed junior IT staff, overseeing workload distribution, task management, and mentorship.
- Configured and deployed new network equipment, including switches, access points, and firewalls.
- Administered Windows and Linux servers (various distributions) with technologies such as Domain Controllers, DHCP, DNS, file and printer sharing, Microsoft Exchange, WSUS, and more.
- Led the migration from Microsoft Server 2003R2 to 2008R2 and from Windows XP to Windows 7.
- Implemented the open-source FOG desktop imaging solution, streamlining desktop rollouts and saving the organization thousands in software costs.
- Assisted with the implementation of software to meet Stage One of Meaningful Use requirements.
- Ensured compliance with HIPAA and PCI standards across the hospital and physician network.
- Designed and managed a VMware server cluster to enhance system reliability and performance.

Hamilton Center **Systems Administrator** *2006 - 2008*

- Hired as Information Systems Specialist for the Indianapolis region; quickly promoted to Systems Administrator and relocated to corporate headquarters in Terre Haute.
- Provided top-tier technical support across the organization.
- Managed Windows and Linux servers, including Domain Controllers, DHCP, DNS, file and printer sharing, Microsoft Exchange, terminal services with load balancing, WSUS, MSSQL, and more.
- Delivered high-level support to all users.
- Administered a WAN connecting 32 locations across southern Indiana.

Morgan County Library IT Specialist

2003 - 2006

- Managed all IT operations for a county-wide library system, ensuring smooth daily operations.
- Delivered technical support to staff across multiple locations, resolving a wide range of issues.
- Maintained and administered Windows Server 2000 servers and terminals, ensuring system reliability.
- Transitioned the library's website from a static HTML site to a PHP-based CMS, enabling staff to easily update content and enhancing the website's functionality for patrons. Built and deployed a new Linux web server to host the CMS, improving site performance and reliability.

Skills

Operating Systems:

- Unix, Linux (various distributions), Microsoft Windows (server and desktop)

Cloud Technologies:

- AWS, Azure, Google Cloud, Digital Ocean, Linode

Networking:

- Cisco, Juniper, Extreme Networks; Unifi access points; WAN/LAN design and implementation; network security (firewalls, VPNs)

Medical Software:

- CPSI, ProFiler, eClinical, LYNX

Server & Directory Services:

- Active Directory, DHCP, DNS, on-prem and hosted email systems (Exchange, Zimbra), WSUS, VMware, ProxMox

Web & Application Servers:

- IIS, Apache, NGINX, FOG desktop imaging, application/printer management

Telephony:

- Avaya Definity and Partner phone systems, Asterisk VoIP systems

Database Management:

- Microsoft SQL Server, MySQL/MariaDB

Automation & Scripting:

- PowerShell, Python, C#

Other:

- System design, implementation, and administration; team building and leadership

Education

Ivy Tech Community College, Associates of Applied Science (2006)

Signal Learning, Cisco ICND boot camp (2007)

Signal Learning, SQL Server Administration (2007)

Digium Certified Asterisk Professional #2383 (2017)