

# ALEX MCCUNE

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## SUMMARY

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Healthcare IT Infrastructure Specialist with 6 years of experience protecting critical systems and patient data across 9 hospitals and 100+ outpatient facilities. Deep expertise in HIPAA compliance, vulnerability management, IAM/RBAC, incident response, and risk assessment. Proven track record maintaining secure, highly available systems with zero security incidents while supporting regulatory audits and disaster recovery operations.

## TECHNICAL SKILLS

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**Security & Compliance:** HIPAA Security Rule, NIST CSF, Vulnerability Management, IAM/RBAC/PAM, Risk Assessment, Security Auditing, Incident Response, Disaster Recovery, SIEM

**Systems & Infrastructure:** Windows Server 2016-2022, Linux (Ubuntu), Active Directory, Azure AD, LDAP, VMware, O365, ServiceNow, ITIL

**Networking & Cloud:** TCP/IP, DNS, DHCP, VLANs, Firewall Concepts, Network Segmentation, AWS (Lambda, EC2, S3), Docker, Git

**Scripting & Tools:** PowerShell, Python, Bash, Go, PostgreSQL, SQL, REST APIs, Wireshark, Nmap

## PROFESSIONAL EXPERIENCE

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**Application Administrator** | University of Rochester Medical Center | Rochester, NY | Sep 2024 - Present

- Execute security patching and vulnerability management on Linux and Windows servers across 9 hospitals and 100+ outpatient locations; maintain HIPAA-compliant infrastructure with zero security incidents
- Manage identity and access management (IAM) lifecycle including user provisioning/de-provisioning, RBAC, and privileged access management (PAM) for clinical and business applications
- Implement ITIL Change Management processes with security-focused risk assessment, ensuring all production changes include rollback procedures and security impact analysis
- Conduct security audits and compliance verification for HIPAA Security Rule requirements, supporting annual risk assessments and regulatory examinations
- Perform disaster recovery testing and business continuity planning, validating data integrity and system availability for critical healthcare applications
- Analyze system security metrics via PostgreSQL and SIEM tooling to identify anomalies, optimize security controls, and enhance threat detection capabilities
- Communicate and coordinate with third-party vendors and service providers to manage security assessments, and ensure contracted services meet organizational security standards and HIPAA requirements.

**Help Desk Analyst** | University of Rochester Medical Center | Rochester, NY | Jul 2023 - Sep 2024

- Performed initial triage on incidents and quick resolutions, escalating to necessary teams per incident response protocols
- Resolved escalated security-related tickets including account lockouts, MFA issues, and access violations while maintaining detailed audit trails
- Created 30+ knowledge base articles on procedures, troubleshooting steps, and escalation protocols, helping reduce mean call time to sub 15 minutes
- Trained new hires on security awareness, password policies, and HIPAA privacy requirements, fostering a culture of security consciousness

**Computer Science Lab Manager** | Concordia University Irvine | Irvine, CA | Jan 2021 - May 2022

- Administered Windows Server and Ubuntu LDAP infrastructure, implementing security hardening, patch management, and access controls
- Developed automation scripts in PowerShell, Python, and Bash for secure account provisioning, software deployment, and security monitoring
- Managed Active Directory security policies, group policy objects (GPOs), and user authentication mechanisms

## EDUCATION & CERTIFICATIONS

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**Bachelor of Science in Computer Science** | Concordia University Irvine | Irvine, CA | Aug 2017 - May 2022

*Computer Science Student of the Year (Graduating Class of 2022)*

CompTIA Security+ | HIPAA Privacy & Security Training (Annual) | ITIL v4 Foundation