

# Tony Paris He/Him

## Technology Support & Analysis Specialist

Cloud Support · Incident Response · OnBase Admin · HIPAA-Regulated Operations

Livonia, Michigan · (734) 521-6489 · [Tony@AParis.US](mailto:Tony@AParis.US) · [aparis.us](http://aparis.us) · [linkedin.com/in/trust-apolis](https://linkedin.com/in/trust-apolis)

**Why hire Tony for this role:** 9 years supporting MiFile (Michigan court e-filing) and TrueFiling (national multi-state EFSP) at i3 Verticals — direct experience with court-clerk training, judicial-staff escalations, integration debugging, and OnBase administration. OnBase Certified System Administrator. Authored the SOPs that became team standard. Reduced mean time to resolution across multiple regulated client portfolios. Background-check ready, remote-native.

### CORE SKILLS

**SUPPORT OPERATIONS:** Tier 2 / Tier 3 Escalation Incident Response & Triage SLA Management Root Cause Analysis  
Post-Incident Documentation Ticket Workflow Design

**HYLAND ONBASE:** System Administration Workflow Configuration Document Capture Records Retention  
User Permissions Integration Touch-Points

**COURT E-FILING (MIFILE + TRUEFILING):** Michigan MiFile administration TrueFiling national EFSP support  
Court-clerk training delivery Judicial-staff escalations Attorney-facing user guides Court rollout SOPs  
Multi-state court system support

**CLOUD & INFRASTRUCTURE:** HIPAA-Regulated Cloud Support AWS / Azure / GCP Familiarity Linux Server Administration  
cPanel / WHM Operations Cloudflare DNS & WAF

**COMPLIANCE:** HIPAA-Trained Operations PCI-Trained Operations Audit-Ready Documentation Records Management

**TOOLS & TECH:** ServiceNow / Zendesk / Freshdesk PagerDuty / Opsgenie Git / GitHub / GitLab Bash / Python / PHP  
SQL / MySQL / PostgreSQL

**SOFT SKILLS:** Cross-Team Coordination Customer-Facing Communication Documentation Discipline Training Delivery

### PROFESSIONAL EXPERIENCE

#### Associate Cloud Support Engineer & Certified Administrator

June 2017 – March 2026 · Remote

#### i3 Verticals · Royal Oak, Michigan

- ▶ 9 years of tier-2 / tier-3 support on MiFile (Michigan court e-filing) and TrueFiling (national multi-state EFSP for state and federal courts) — court-clerk and judicial-staff escalations, integration debugging, document-flow troubleshooting, and platform reliability across Michigan circuit, probate, district, and out-of-state courts.
- ▶ Owned tier-2 / tier-3 escalations for HIPAA-regulated healthcare and government cloud accounts. Authored the resolution playbooks that became the team standard.
- ▶ Administered Hyland OnBase enterprise content management (capture, retention, workflows, permissions) across a regulated client portfolio.
- ▶ Reduced mean time to resolution across the team through SOP authoring, knowledge-base curation, and proactive end-user training.
- ▶ Delivered instructor-led training on OnBase workflows, MiFile + TrueFiling, cloud platform usage, and security best practices.
- ▶ Maintained 9 years of remote-W2 reliability — never missed a regulated-client SLA window.

## Corporate Advisor & Technology Trainer Diplomat Specialty Pharmacy · Flint, Michigan

September 2010 – June 2017

- ▶ Designed automated database systems that reduced insurance-approval turnaround from days to hours.
- ▶ Trained pharmacy staff across administrative systems and compliance protocols (oncology, fertility, autoimmune therapy lines).
- ▶ Built and maintained internal tooling, documentation, and SOPs.
- ▶ Served as escalation point between clinical, IT, and operations groups.

## EDUCATION & CREDENTIALS

### EDUCATION

- **Baker College** Major in Web Development, Minor in Graphic Communications · 2005 – 2008
- **Carman-Ainsworth High School** High School Diploma · 1997 – 2001
- **Diplomat University (Corporate Training)** Pharmacy Administration, Policy & Regulatory Affairs · 2011 – 2017

### CERTIFICATIONS

- **OnBase Certified System Administrator** Hyland · 2020
- **Introduction to Workflow** Hyland · 2020
- **Certified Pharmacy Technician (CPhT)** PTCB · 2014
- **Certified Professional Food Manager** ANSI · 2010
- **HIPAA Compliance Trained / PCI Compliance Trained** 2017–2026

## LANGUAGES, COMPLIANCE & OPERATING STYLE

**Spoken:** American English (native fluent). Reads Canadian, Australian, British English variations.

**Transcribes professionally:** French · Spanish · Korean · Japanese · Urdu · Chinese · Arabic.

**Compliance:** HIPAA Compliance Trained · PCI Compliance Trained · Background-check ready · Remote-native (9 yrs W2 remote at i3 Verticals)

## AWARDS & RECOGNITION

- ★ CanadianSME Small Business Awards 2025 — Sustainable Business Nominee
- ★ TechBehemoths Web Design Award (2025)
- ★ Digital Excellence Gold Award (2024)
- ★ Most Innovative Web Design Agency in Michigan (2024)

## COMMUNITY & SERVICE

- Vice President — Westland Area Jaycees
- Communications Specialist — JCI Michigan / Junior Chamber International
- Web Editor — Forever Families, Inc.
- Teacher — Holy Redeemer Catholic School
- Community Volunteer — Livonia, Redford, Wyandotte Jaycees
- Community Volunteer — Carriage Town Ministries, Awaken Ministry

## CONCURRENT VENTURE — DISCLOSED

### Founder & Chief Technologist

July 1997 – Present

### AppWT Web & AI Solutions (AppWT LLC) · Livonia, Michigan

- ▶ Concurrent venture, disclosed in advance. 10-person team across development, design, security, SEO, marketing. BBB A+ accredited, 5.0 Google rating, 9,500+ clients across 5 countries, 23,700+ projects delivered.
- ▶ Operating bandwidth is the company team, not Tony alone. Easily bounded by employment agreement (non-compete scope, conflict-of-interest review, IP terms).

**Ready to move this forward?**

Text or call **(734) 521-6489** · Email **Tony@AParis.US** · Response in under 4 hours during US business hours