

Christopher R. Leidich

Information Technology Professional

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Summary

I am an experienced IT professional with 20 years' experience in IT, including eight years of technical and strategic leadership. I am enthusiastic for any opportunity to implement and use technology to support organizational goals, improve processes, and solve challenging problems. I continually strive to stay current with innovative technologies, methodologies, and trends to ensure that I can offer relevant and forward-thinking solutions. I am seeking a role where I can use my skills and continue to grow as a member of an IT organization that supports goals, delights employees, and satisfies customers.

Experience

Softchoice, Toronto, Ontario, Canada

- DevOps Engineer, July 2023 – Present
 - Consulting engineer focused on Azure technologies, workload migrations, platform engineering, and AI solutions.

Susquehanna IT Consulting, Milton, PA

- Owner & Principal Consultant
 - Recent solutions and projects included identity management, EMR conversion, data exchange and HL7 interfaces, and software deployments

Evangelical Community Hospital, Lewisburg, PA

- Information Systems Architect, April 2021 – August 2022
- Director of Technology, April 2016 – March 2021
- Information Technology Manager, February 2013 – April 2016
- Senior Systems Engineer, May 2009 – February 2013
- Across all the above roles:
 - Was the lead technical resource for the organization's datacenter and endpoint teams
 - Supervised the Desktop, Datacenter, and Network teams
 - Designed, implemented, and supported core Microsoft technologies including AD, SCCM/Intune, Exchange, Microsoft 365, Azure AD
 - Worked with medical equipment vendors and support staff to ensure proper operation and security of industry equipment and software
 - Participated in IS leadership meetings to review projects, create strategic plans, and ensure technology aligned with organizational goals
 - Functioned as the IT lead on multiple major projects including patient tower expansion, EMR replacements, facility improvements and practice acquisitions
 - Performed advanced, Tier III troubleshooting of client hardware, servers, network equipment, medical devices, integration services, and web applications
 - Led multiple initiatives to improve quality and employee satisfaction, including documentation and process improvements, implementation of a robust Change Management process, and implementation of an RFP process
 - Fostered environment of mutual respect among employees, and raised employee engagement scores from disengaged to engaged over the course of four quarterly evaluations

IntegraOne, Allentown, PA

- Systems Engineer, September 2006 – April 2009
 - Provided on-site and remote service to customers across the education, finance, healthcare, government, and commercial sectors
 - Designed, deployed, and supported core Microsoft technologies (Windows Server NT4 – 2008, Active Directory, Exchange, SQL, SMS/SCCM)
 - Worked with pre-sales and sales staff to specify solutions to meet client budgetary and functional needs.

Additional resume details are available at <https://crlonline.net/resume.html>.

Skills

- Windows and Linux systems management
- System, network, and security design
- Automation & PowerShell scripting
- Microsoft SCCM and Intune
- Citrix XenApp and ADC (NetScaler)
- Cisco ASA and Catalyst troubleshooting and basic configuration
- Microsoft Azure AD and M365 tenant administration
- Microsoft collaboration (Exchange, SharePoint Online, Teams) deployment and administration
- Microsoft SQL Server Management
- Imprivata OneSign, Azure MFA, Duo MFA administration
- Microsoft Azure Platform
- Enterprise Architecture
- Strategic Planning & Budgeting
- Project Management
- Team Leadership
- Vendor Relationships
- Process Design
- Technical Writing & Diagramming
- Complex issue troubleshooting & resolution

Certifications

- Microsoft Certified: Azure AI Fundamentals (earned 01/2024)
- Microsoft Certified: Azure Administrator Associate (earned 05/2023)
- Microsoft Certified: Azure Fundamentals (earned 01/2023)
- EACOE Certified Enterprise Architect (earned 06/2021)
- MCP - Systems Center Configuration Manager (earned 04/2013)
- MCITP:EA – Windows Server 2008 (earned 09/2009)
- MCSE, MCSE:M – Windows Server 2003 and Exchange Server 2003 (earned 11/2007)

Education

Bloomsburg University, Bloomsburg, PA

- Completed two years pursuing B.S. degrees in Mathematics and Computer Science, August 2004 – May 2006

Pen Argyl Area High School, Pen Argyl, PA

- Graduated June 2004, Top 10% of Class, National Honors Society Member

References

References available upon request.