Felix Bonner IT Manager

Pittsburgh, PA · felix.bonner@gmail.com · +1 412-555-0181 · linkedin.com/in/felixbonner

PROFILE SUMMARY

- **IT Manager** with **5 years** in **hospital IT**, leading the 9-person site support team for 3 Allegheny Health Network hospitals and now onboarding the 2 Heritage Valley hospitals AHN added in July 2026.
- Runs support in **ServiceNow** and manages devices with **Microsoft Intune** and Configuration Manager, working daily in Microsoft 365, Entra ID, Citrix for Epic, CrowdStrike Falcon, Imprivata and **Power BI**.
- Knows the clinical side of IT, from **Epic** workstation and printer setup to **downtime procedures** and HIPAA safeguards on shared devices, and runs ITIL incident and change practice for every site change.
- Works with **nurse managers**, hospital presidents, Clinical Informatics, the AHN network and security teams and Supply Chain, and brings every site change to the **weekly change advisory board**.
- First-time manager who has hired **4 technicians** since 2024, holds weekly 1:1s, keeps the weekend on-call rotation fair and wrote the **new hire checklist** other AHN site teams now use.

TECHNICAL SKILLS

IT Service Management:	ServiceNow (ITSM, Knowledge), ITIL 4, SLA Management, Change Management
Identity & Productivity:	Microsoft 365, Active Directory, Microsoft Entra ID, Imprivata OneSign, MFA
Endpoint Management:	Microsoft Intune, Microsoft Configuration Manager, Windows Autopilot, BitLocker
Infrastructure & Cloud:	Citrix Virtual Apps (Epic Hyperspace), VMware vSphere (basics), Cisco Wi-Fi, Zebra printers
Security & Compliance:	CrowdStrike Falcon, HIPAA Security Rule, KnowBe4, Access Reviews
Budget & Procurement:	Site IT Budget, Vendor Negotiation, Managed Print Contracts, Hardware Refresh Planning
Project & Reporting Tools:	Power BI, Smartsheet, Excel, Confluence

EDUCATION

PeopleCert — **ITIL 4 Foundation certification** — Online · Mar 2024

University of Pittsburgh — **B.S. in Information Science** — Pittsburgh, PA · Aug 2017 to Apr 2021

WORK EXPERIENCE

Allegheny Health Network — **IT Manager, Hospital Site Support** — Pittsburgh, PA · Feb 2024 to Present

- Led the **Windows 11** upgrade at 3 hospitals with Intune and Autopilot before Windows 10 support ended in October 2025, scheduling nursing units around shift changes and finishing **2,140 workstations** on time.
- Closed **31 of 34** findings from the yearly HIPAA security risk analysis at the 3 hospitals, turning on BitLocker for workstations on wheels and moving shared nursing logins to Imprivata badge tap.
- Rebid the managed print contract for the 3 hospitals with Supply Chain, removing 212 unused printers and putting the rest under one vendor, saving **$184,000 a year**.
- Wrote a **3-year device plan** for the 3 hospitals that moves shared nursing stations to Intune kiosk mode on a 5-year refresh, cutting projected hardware spend by **17%**.
- Brought a **Power BI** report of repeat issues to monthly nurse manager meetings and fixed the problems they ranked first, cutting repeat device tickets from inpatient units by **37%**.

enGen (Highmark Health) — **IT Infrastructure Analyst** — Pittsburgh, PA · Jun 2021 to Jan 2024

- Mapped Wi-Fi dead spots on the inpatient floors at Allegheny General Hospital with the network team, and the new access points cut dropped scanner and phone tickets by **61%**.
- Wrote 58 **ServiceNow** knowledge articles for common Epic printing and badge sign-in problems, raising first-call resolution on those tickets at the service desk from 41% to **69%**.
- Trained the **7 analysts** hired in 2022 and 2023 on Epic printing, badge sign-in and downtime procedures, and covered the Allegheny General site lead's duties during 2 leaves of absence.