

SHAQUILLE JACKSON

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sites.google.com/view/shaquille-jackson-healthcare-i

PMP-CERTIFIED OPERATIONS PROFESSIONAL | TRANSITIONING TO IDENTITY & ACCESS MANAGEMENT (IAM) / SECURITY COMPLIANCE

PROFESSIONAL SUMMARY

PMP-certified operations professional with 5+ years managing regulated access, credential verification, and compliance-driven documentation across high-security healthcare and transportation environments. Hold a TSA-vetted TWIC credential requiring federal background investigation for verified access to secure ports and regulated facilities. Enforce chain-of-custody and access controls for 220-320 regulated medical assets daily across a 60+ facility network, maintaining audit-ready documentation and HAZMAT compliance records. Skilled at identity/credential verification, exception handling, risk escalation, and cross-functional coordination with compliance and security stakeholders. Seeking to apply proven access-control, compliance, and documentation-verification experience to an Identity & Access Management (IAM) Analyst or Security Compliance Analyst role.

PROFESSIONAL HIGHLIGHTS

- PMP-certified professional holding a federally-vetted (TSA) security credential, with 5+ years enforcing access control and compliance in regulated environments.
- Enforced chain-of-custody and access controls for approximately 220-320 regulated medical assets daily across a rotating network of 60+ hospitals, clinics, and healthcare providers.
- Verified identity and delivery authorization at 60+ facility access points, maintaining audit-ready compliance documentation throughout.
- Identified, escalated, and resolved access and compliance exceptions in real time within fast-paced, regulated, deadline-driven operations.

PORTFOLIO PROJECTS

Seven self-directed, hands-on projects built in a live Okta tenant and ServiceNow instance for a simulated healthcare organization, demonstrating IAM/RBAC design, HIPAA compliance auditing, IT risk assessment, ITIL process design, and access-governance skills ahead of formal industry experience.

IAM Access Lifecycle, RBAC & Quarterly Access Review - Okta

- Designed a 12-role RBAC access matrix for a healthcare organization and implemented it in a live Okta Workforce Identity Cloud tenant (6 groups, 6 users, OIDC app integration), with a tiered MFA sign-on policy enforcing least-privilege; ran a quarterly User Access Review (UAR) package against it.

Tools: Okta Workforce Identity Cloud, OIDC, RBAC design, least-privilege policy | github.com/shaquillej/iam-rbac-access-review-okta

HIPAA-Aligned User Access Review & Compliance Audit

- Built a reusable 8-point HIPAA access review checklist, ran a mock quarterly audit surfacing 4 findings (2 High, 2 Medium) with control-level citations, and tracked each through to closure with a remediation plan.

Tools: HIPAA Privacy & Security Rule (minimum necessary standard, workforce access authorization), audit documentation, remediation tracking | github.com/shaquillej/hipaa-user-access-review-compliance-audit

IT Risk Register - Access, Compliance & Third-Party Risk

- Built a 10-entry IT risk register applying likelihood x impact scoring, treatment plans, ownership, and review cadence to the same Okta/ServiceNow/HIPAA-audit environment; 2 entries cross-validate against findings the HIPAA audit project surfaced independently.

Tools: Risk scoring methodology (likelihood x impact), treatment planning, risk register construction | github.com/shaquillej/it-risk-register

Healthcare IT Service Desk Simulation - ServiceNow

- Stood up a 5-group tiered support structure in a live ServiceNow instance and worked 12 incidents end-to-end across the full priority range (intake through resolution); mapped SLA targets to Impact x Urgency and authored 6 self-service knowledge base articles.

Tools: ServiceNow (Incident Management, Assignment Groups, Knowledge Management, SLA Definitions), ITIL-aligned triage | github.com/shaquillej/servicenow-healthcare-it-service-desk

SQL Analytics on Support & Operations Data

- Modeled a synthetic clinic operations dataset (220 patients, 6 departments, ~2,600 appointments) and wrote 6 SQL queries analyzing patient volume, no-show rates, and service-desk SLA compliance.

Tools: SQL (joins, aggregation, window functions, CTEs), SQLite, Python | github.com/shaquillej/sql-analytics-support-operations

Epic Workflow Build & Test Documentation Package

- Authored current/desired-state workflow analysis, a build specification, and a 17-case test script (unit/system/integration) for an appointment-scheduling redesign driven by findings from the SQL analytics project.

Tools: Workflow diagramming (Graphviz), build specification writing, structured test case design | github.com/shaquillej/epic-workflow-build-test-documentation

Application Support Playbook - ITIL Incident, Change & Escalation Framework

- Authored a self-directed ITIL-aligned reference document covering incident management (severity matrix, response workflow), problem management, change management, release management, an escalation matrix, and communication templates for application support operations.

Tools: ITIL-aligned process design, incident/change/escalation documentation | sites.google.com/view/shaquille-jackson-healthcare-i/application-support-playbook

Full documentation, live-system screenshots, and deliverables for all 7 projects: github.com/shaquillej | sites.google.com/view/shaquille-jackson-healthcare-i

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Project Management Professional (PMP), PMI | TWIC - TSA-Vetted Secure Credential | OSHA 30 General Industry | CDL, HAZMAT Endorsed | In progress: CompTIA Security+, ISC2 CC, Microsoft SC-900, SC-300

CORE COMPETENCIES

Access Control & Credentialing | Risk Assessment & Risk Register Management | Identity & Credential Verification | Regulatory & Compliance Documentation | Audit-Ready Recordkeeping | Chain-of-Custody Tracking | Risk Mitigation | Exception Handling & Escalation | Cross-Functional Compliance Coordination | Data Accuracy & Integrity | Documentation Control | Process Improvement | Project Coordination (PMP) | Secure Facility Access (TWIC) | HAZMAT / Regulated Materials Compliance | Stakeholder Communication

TECHNICAL SKILLS

Project & Business Tools: Microsoft Project, Primavera P6, Smartsheet, Asana, Excel, Word, PowerPoint, Outlook, Teams, Power BI, Google Workspace

IAM & Portfolio Tools: Okta Workforce Identity Cloud, OIDC, RBAC Design, ServiceNow, SQL/SQLite, Python, Graphviz

PROFESSIONAL EXPERIENCE

PREMIER MEDICAL DISTRIBUTION June 2025 - Present

CDL Driver - Box Truck - HAZMAT Endorsement Required

- Maintain a TSA-vetted secure credential (TWIC) obtained through federal background investigation, enabling verified access to regulated ports, terminals, and secure facilities as part of daily operations across a 60+ location healthcare network.
- Enforce chain-of-custody and access controls for approximately 220-320 regulated medical assets (oxygen cylinders) daily, maintaining audit-ready documentation and HAZMAT compliance records across bulk, H-tank, E/T-tank, and D-tank categories.
- Verify recipient identity and authorization at each of 60+ facility stops before releasing regulated medical assets, documenting proof of delivery via signature and photo verification.
- Maintain traceable, audit-ready compliance records (digital manifests, delivery-status logs, regulated HAZMAT documentation) supporting regulatory review and continuity of essential healthcare services.
- Identify and escalate access exceptions, documentation discrepancies, and compliance risks to dispatch and facility stakeholders, resolving issues in real time to maintain regulatory standards.

TRU CARE HUMAN SERVICES, Herriman, UT November 2023 - May 2025

Care Coordinator

- Maintained confidential client and service records, ensuring documentation accuracy and appropriate access across clients, caregivers, and internal teams within care-management systems.
- Identified and escalated service risks and compliance gaps, coordinating corrective actions with clinical and administrative stakeholders.
- Maintained accurate, auditable service records and action-item tracking to support operational visibility and continuity of care.
- Prioritized competing service and documentation requests while maintaining data integrity across a caseload of clients and caregivers.

SCHNEIDER, Green Bay, WI January 2021 - October 2023

Commercial Driver / Transportation Operations

- Maintained compliance-focused operating records (logs, inspections, delivery documentation, safety checks) supporting regulatory audit readiness.
- Verified delivery authorization and completed proof-of-delivery documentation across multi-state customer sites.
- Escalated and resolved compliance and execution issues through direct coordination with dispatch and customer contacts.

EDUCATION

High School Diploma - Amos P. Godby High School, Tallahassee, FL - May 2015