

Austin Warner

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Summary

Software Engineer and Cloud Architect with a background in IT infrastructure, systems administration, and network engineering. Experienced across the full stack from physical cabling and endpoint management to building HIPAA-compliant SaaS platforms, multi-cloud CI/CD pipelines, and production database systems on AWS and Azure. Proven ability to own projects end-to-end across development, DevOps, and infrastructure.

Certifications

Microsoft Certified: Azure Solutions Architect Expert
Microsoft Certified: Designing Microsoft Azure Infrastructure (AZ-305)
Microsoft Certified: Azure Security Engineer Associate (AZ-500)
Microsoft Certified: Azure Administrator (AZ-104)
CompTIA Security+
CompTIA A+

Projects

ClaimAI

- Architected a full-stack AI medical billing assistant (React, Node.js, Python) leveraging Hugging Face transformers for CPT code classification and Foundry vector database for semantic search
- Deployed to Azure Web Apps serving 30 internal users, integrated into existing ClaimAI claims audit workflows
- Designed a retrieval-augmented generation (RAG) pipeline to surface relevant CPT code context from historical claims data, reducing manual lookup time and improving billing accuracy
- Fine-tuned a domain-specific Hugging Face NLP model on healthcare billing data, managing the full model lifecycle from training to production inference

EDI SaaS Platform

- Built a HIPAA-compliant EDI SaaS solution from the ground up on AWS, processing 837 (claims) and 835 (remittance) transaction sets with a public-facing login, user authentication, and role-based access control
- Architected a full dev → staging → prod pipeline via GitHub Actions with environment-specific secrets, approval gates, and rollback controls ensuring safe promotion across environments
- Enforced HIPAA compliance through encrypted data handling at rest and in transit, audit logging, and network-level controls across AWS infrastructure

Logic-on-the-Fly (LoF)

- Rebuilt a legacy claims audit workflow that ingests client CSV data and executes stored procedures against a rules engine to identify medical billing cases for recovery
- Reduced end-to-end processing time from nearly 4 hours to under 10 minutes through query optimization, indexing, and pipeline redesign
- Delivered a user-facing UI allowing operations staff to trigger and monitor rule execution without developer involvement

AutoFax

- Built a standalone fax automation application with a user-facing queue UI, SQL-driven trigger logic, and fax API integration to eliminate manual claims fax workflows
- Implemented automated retry and failure handling to ensure delivery reliability across high-volume fax submissions

MSP Transition & Infrastructure Takeover

- Led a full company-wide MSP transition including environment audit, vendor evaluation, scoping, and contract negotiation
- Coordinated cutover of Microsoft 365, Entra ID, MDM/Intune, network infrastructure, and security tooling to a new provider with minimal operational disruption

Benoit Connect

- Developed a Python pipeline to ingest CNC machine data into SQL and display it live via NiceGUI for on-prem deployment
- Enabled secure remote access via Azure App Proxy and Entra ID, eliminating VPN dependency

IT Infrastructure Overhaul

- Managed full installation of cabling, switches, servers, and endpoints for a flagship retail store, coordinating with vendors to deliver on time with minimal disruption

Experience

AI & Machine Learning Engineering

- Architected and deployed a RAG (retrieval-augmented generation) pipeline using LangChain, Chroma vector database, and Hugging Face embeddings to enable semantic search over internal healthcare claims knowledge bases
- Fine-tuned domain-specific Hugging Face NLP models on medical billing data for CPT code classification and claims categorization, managing the full model lifecycle from training to production inference
- Designed and deployed AI-powered internal tooling on Azure Web Apps serving 30 internal users, integrating LLM-based workflows into existing ClaimAI claims audit and processing pipelines
- Evaluated and implemented prompt engineering strategies and model versioning practices to maintain accuracy and reliability across production AI workloads in a HIPAA-sensitive environment

DevOps & CI/CD

- Architected and maintained GitHub Actions CI/CD pipelines for multi-cloud deployments across AWS and Azure, supporting a full dev → staging → prod promotion workflow with environment-specific secrets and approval gates
- Automated AWS deployments targeting EC2 application servers, S3 static assets, and RDS/SQL Server schema changes with rollback triggers on failed health checks
- Automated Azure deployments across App Service, Azure SQL schema migrations, and Container Registry/AKS, with environment-scoped credentials and protected branch rules controlling prod releases
- Implemented automated testing as pipeline gates and managed environment-specific secret injection via GitHub Actions, maintaining strict dev/staging/prod separation across both cloud targets

Software Development

- Modernized a legacy monolithic CRUD application into a microservice architecture using Next.js and React, improving scalability, maintainability, and deployment independence across service boundaries
- Refactored and updated legacy codebases to meet current standards, reducing technical debt and enabling integration with modern cloud-native tooling
- Built multiple end-user automation tools to streamline internal healthcare claims workflows, reducing manual processing overhead across operations teams
- Developed a full-featured AutoFax application with a user-facing queue UI, SQL-driven trigger logic, fax API integration, and automated retry/failure handling eliminating manual fax workflows for claims submissions
- Architected and delivered a HIPAA-compliant EDI SaaS platform built on Next.js/Node, processing 837 (claims) and 835 (remittance) transaction sets with full user authentication, role-based access control, audit logging, and data encryption at rest and in transit

Database Administration

- Designed and managed SQL Server on EC2, PostgreSQL on RDS, and Redis across dev, staging, and prod environments supporting HIPAA-compliant healthcare claims workloads
- Authored complex stored procedures, dynamic SQL, and cross-database queries powering claims ingestion, EDI transaction processing, and operational reporting pipelines
- Built Azure Data Factory pipelines for cross-cloud data movement between AWS and Azure, and executed a full EC2 SQL Server → Azure SQL MI migration with schema validation and zero-downtime cutover
- Implemented comprehensive indexing strategies including clustered, non-clustered covering indexes, index analysis to eliminate redundant indexes, and table partitioning resolving critical lock contention and MERGE statement blocking in high-volume stored procedures
- Designed automated nightly backup and sandbox refresh pipelines on AWS, replacing Azure SQL MI and significantly cutting operational costs

Infrastructure & Systems Architecture

- Designed and deployed multi-cloud network architecture across AWS and Azure including VPC design with subnet segmentation, VNet peering, and security groups/NSGs to isolate and protect healthcare workloads
- Configured AWS ALB/NLB and Azure Load Balancer, Application Gateway, and Front Door for traffic distribution, SSL termination, and global routing across production environments
- Implemented AWS WAF and Azure WAF rule sets to protect public-facing applications handling PHI, enforcing HIPAA-compliant perimeter security across both cloud platforms
- Architected container infrastructure across AWS ECS/EKS and Azure AKS and Container Instances, supporting microservice deployments with environment-specific configurations across dev, staging, and prod

Benoit – Premium Pipe Threading | *IT Technologist Specialist / Software Developer*

Systems Administration

- Administered Microsoft 365 environment for 100+ users, including SharePoint, Exchange Online, Teams, and OneDrive
- Managed user accounts, security groups, and access policies via Entra ID and on-prem Active Directory
- Applied Group Policy Objects (GPOs) across endpoints to enforce consistent configurations and security standards company-wide

Software Development

- Built internal tools using Python, PowerApps, and Power Automate to digitize processes including CNC time tracking and inspection logging
- Integrated SQL Server, SharePoint, ERP, and Dataverse for centralized data collection and reporting
- Developed real-time dashboards with Power BI and implemented Teams-based alerting for failed inspections and system events

Network Administration

- Installed and configured Cisco switches, Ubiquiti access points, and point-to-point wireless bridges for reliable site-wide connectivity
- Deployed and maintained IP-based security camera systems, door and gate access control, and VoIP phones across facilities
- Handled physical cabling, rack management, and network segmentation to support production and office traffic

Cloud Administration

- Managed cloud-hosted SQL databases used by internal applications for real-time CNC and inspection data storage
- Deployed and configured Azure Application Proxies to enable secure remote access to internal apps using Entra ID authentication
- Integrated cloud services with on-prem systems to support hybrid workflows and centralized reporting via Dataverse and Power Platform

CompuCom – MSP | IT Tech II

Network Installation

- Performed physical installation of Cisco switches, Aruba access points, and network bridges per vendor infrastructure layout
- Ran and terminated network cabling, mounted APs, and ensured proper labeling and placement per provided floor plans

Server & Hardware Deployment

- Racked and staged store servers following configuration documentation and deployment plans
- Installed end-user systems including desktops, POS terminals, printers, and peripherals across departments

Ticketing & Coordination

- Managed tasks via Service Suite, documenting progress, hardware issues, and handoff status
- Coordinated with internal IT staff and third-party vendors to confirm readiness and resolve field-level issues

Education

Tarleton State University — Criminal Justice, 2016

Skills & Technologies

Languages: Python, JavaScript, SQL, PowerShell, Dynamic SQL

Frameworks & Runtime: Next.js, React, Node.js

Cloud: AWS (EC2, RDS, S3, ECS/EKS, ALB/NLB, WAF), Azure (SQL MI, Blob Storage, Data Factory, App Service, AKS, Front Door, Application Gateway, WAF)

DevOps: GitHub Actions, CI/CD Pipelines, Docker, Container Registry, Environment Promotion, Rollback Automation

Databases: SQL Server, PostgreSQL, Redis, Azure SQL MI

Networking & Security: VPC Design, VNet Peering, NSGs, Security Groups, WAF Rule Sets, SSL Termination, HIPAA Compliance

Physical Networking & AV: Cisco Switches, Ubiquiti Access Points, IP Camera Systems, VoIP Phones, Door & Gate Access Control, Point-to-Point Wireless Bridges, Structured Cabling, Rack Management

Microsoft 365 & Power Platform: SharePoint, Exchange Online, Teams, Entra ID, Active Directory, Power Automate, Power BI, PowerApps, Dataverse