Ethan Wang

IT Infrastructure Manager

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WORK EXPERIENCE

Geisinger Health - IT Infrastructure Manager

2020 - current   Danville, PA

- **Improved system uptime by 18% through eG Enterprise proactive monitoring** and quick incident response
- Achieved a 28% reduction in IT support costs by implementing TeamViewer remote troubleshooting solutions
- Led the migration of AdvanceMD EHR to a new platform, resulting in a seamless transition for staff and a 29% increase in system performance
- Managed the implementation of a telemedicine platform, which reduced appointment wait times by 52%

Unisys Corporation - IT Operations Manager

2017 - 2020   Blue Bell, PA

- Increased infrastructure uptime by 98.4% through Axxerion CMMS streamlined monitoring and proactive maintenance strategies
- Enhanced QuickBooks Online vendor management practices, resulting in a 24% decrease in vendor-related escalations
- Implemented agile methodologies that resulted in a *33% increase in team productivity*
- Oversaw the successful delivery of IT projects with a 98% accuracy rate, ensuring projects were completed on time

PPG Industries - IT Project Manager

2014 - 2017   Pittsburgh, PA

- Elevated team performance by 27% through streamlined processes and effective communication on Nifty
- *Attained a stakeholder satisfaction rate of 98%*, based on feedback surveys and positive project reviews

EDUCATION

Carnegie Mellon University - Bachelor of Science, Information Systems

2010 - 2014   Pittsburgh, PA

SKILLS

Routers; VMware vSphere; TeamViewer; eG Enterprise; ClickUp; Veeam Backup & Replication; Dynatrace ; Snort; Ansible; Microsoft 365; Nifty