

Steven D. Coleman

Supervisory IT Analyst

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CAREER OBJECTIVE

To become an essential constituent of an advancing management team that implements change and welcome pioneering ideas of improvement that enhances my professional career, as well as expand my personal knowledge foundation.

EXPERIENCE

Department of Veterans Affairs

SUPERVISORY INFORMATION TECHNOLOGY ANALYST – Office of Information & Technology

August 2023 – Present

- **Tasks:** Supervise five employees with the Kernel/ Infrastructure Team. Provide guidance to them on a daily basis to ensure that the team is functioning to its full capacity. Serve as Acting Division Chief when Division Chief is Out of Office. Provide daily reports to leadership as to what our team is in the process of working on. Adhere to other supervisory duties and perform various other roles, such as leading weekly leadership calls, conducting training when necessary, etc.

Department of Veterans Affairs

SENIOR INFORMATION TECHNOLOGY ANALYST —Office of Information & Technology

July 2018– Present

- **Tasks:** Provide continual assistance with the following, but not limited to: Maintenance of printer support by utilizing the Linux CUPS (Common Unix Printing System) application ; Advise Senior Leadership of tasks that will affect the Kernel Team and make decisions conducive to the welfare of the team; Assist with Linux migrations and yearly Platform Upgrades for Regions 3 & 4 by providing Kernel assistance , such as: Stop/Starting HL7 Links, HLO Monitor, Stop/Start Link Monitor, Stop/Start HL7 Filers, etc. ; Execute FileMan reports as deemed necessary; Performing OIG Litigation Hold Data Extracts and transmit data to appropriate personnel ; Perform Service Account Audits; Create Vista Accounts when necessary
- **ServiceNow (SNOW):** Monitor and triage ServiceNow tickets and assign to appropriate team members accordingly
- **ePAS (electronic Permission Access System):** Provide the following as it pertains to ePAS (electronic Permission Access System: Approve Elevated Privileges ePAS (electronic Permission Access System) requests accordingly ; Work on National ePAS (electronic Permission Access System) related issues as needed, such as: repair broken routes, modify code to accommodate form changes (ex. Insert a drop -down selection on a form), place a route inactive if not needed anymore ; Instrumental in leading the charge in superseding eCAR (electronic Computer Access Request) to ePAS (electronic Permission Access System) for Region 4 by creating the System Access Request forms for the 29 sites in Region 4, as well as their Remote System Access Request form.

- **Leadership Communication** : Serve on the Kernel/ Infrastructure Leadership Team Weekly call and provide pertinent updates to team members accordingly, as I Lead the ESL 4 Kernel Team Informational Bi- Weekly call
- **Leadership Role** : Designated as Acting Supervisor by VistA Applications Division Chief upon retirement of Supervisor from February 2021 to June 2021; Serve as VistA Applications (Kernel) for current supervisor in her absence; Actively serve as Interim Senior IT Analyst for Region 3 by performing same duties as performed in Region 4
- **Operation Manager** : Leading the installation for the VACS (VA Application Consolidation Servers) Gold Star Implementation for Region 4 Kernel/ Infrastructure by serving as the Implementation Manager for VistA components.
- **Application Support** : Provide VistA Support for various applications, such as, but not limited to: XM (MailMan), XU (Kernel), DI (FileMan), (XWB) RPC Broker, HL7 (Health Level Seven), (VALM) List Manager, etc.

INFORMATION TECHNOLOGY ANALYST —Office of Information & Technology

March 2015 - July 2018

- **VistA Application Support** : Performed primary maintenance consisting of seventeen software application packages for the Southern Tier of Region 2 and Secondary support for eight other software application packages which included, but not limited to: Kernel (XU), VA FileMan (DI), Health Level Seven (HL7), Capacity Management Tools (KMPD), etc.
- **ePAS**(electronic Permission Application System): Provided ePAS (electronic Permission Access System) support that included, but not limited to the following: processing of ePAS (electronic Permission Access System) requests and provisioning of Elevated Privileges access to users; served as the Team Lead of the ePAS (electronic Permission Access System) team; corrected broken routes; created routes; granted permissions to ePAS (electronic Permission Access System) team members on both the Development and Production servers to complete daily assigned duties, as well as make software code modifications to the form to ensure proper utilization for end users; trained new volunteers on the operation of ePAS (electronic Permission Access System) and their role on the team; Lead monthly ePAS Staff meeting with Region 2 VistA Applications Leadership, along with the ePAS Developers
- **Tasks**: Performed and provided guidance for the following: Adhered to and utilized data recovery systems as needed; evaluated system failures and identified the required corrective actions; coordinated installs and integrated urgent/ emergency software; conducted virtual meetings with facilities on implementation of upcoming software changes; led the installation for the VACS (VA Application Consolidation Servers) Gold Star Implementation for Central Texas, North Texas, South Texas, and Valley Coastal Bend for VistA Infrastructure
- **Leadership Role** : Served as Acting Supervisor (Kernel/ Infrastructure) in lieu of my supervisor's absence
- **Communication with End Users/Customers** : Coordinated with various IT solution providers and stakeholders, consisting of both national and some international customers; Interfaced with customers regarding Information Technology Service Management (ITSM)
- **Teamwork** : Worked collaboratively with the Enterprise System Governance Team (hardware and software) in overseeing functions and reported to Senior IT Analyst

- **Data Retrieval/ Validation:** Composed, validated, and submitted detailed reports via VistA FileMan to the Region 2 Application Service Line Supervisor (Infrastructure), such as but are not limited to: Elevated Privileges Quarterly Reviews; VistA Service Accounts Audits for users at various sites within Region 2; identified various steps for converting sites to Kernel Part 3; assisted with upcoming Cerner related projects, as well as working with Linux migrations
- **Leadership Development** : Developed and implemented a new leadership program called SOAR (Soaring using Opportunities, Achievements and Resources) for GS 1 -4 & WG equivalents at Overton Brooks VA Medical Center. This program I created gave employees exposure to leadership roles, which opened the doors for career growth to many participants

INFORMATION TECHNOLOGY SPECIALIST —Overton Brooks VA Medical Center

Shreveport, LA, *June 1996- March 2015*

- **Leadership Opportunities** : Served in several leadership roles, such as: Acting Facility Chief Information Officer , Acting Administrative Assistant to the Associate Medical Center Director
- **Team Exposure** : Served on numerous leadership teams, such as, but not limited to the following: National Remedy Redeployment Team , VISN 16 Care Coordination Implementation Team, OIG Inspection Site Review Team for Alexandria VAMC, Business System Service Line Analyst for Region 2 Team for ePAS, PRE/MOCHA, VistA System Managers, Team Lead for the Region 2 ePAS Team, Region 2 Production Control Team , Technical Reviewer and Writer for the Region 2 Field Development Team
- **Data Research** : Prepared and presented oral and written proposals, reports, strategic plans and methodologies for Health Administration ; Performed daily statistical reports for Region 2 and document findings on the regional SharePoint
- **VistA Application Support** : Was responsible for 59 software application packages as an Information Technology Specialist, such as, but not limited to: BCMA, Remedy, ASISTS, Pharmacy, Engineering, Registration, DSS, IFCAP, Accounts Receivable, EDIS. Also assisted with the implementation and deployment of VistA Imaging (PACS – Picture Archiving Computer System) at facility, as well as the implementation and deployment of the Pharmacy ADDS (Automated Drug Dispensing System) at facility
- **Compliance** : Has an in-depth knowledge of HIPAA and standard codes
- **Customer Service** : Developed and maintained customer relationships daily
- **Coding** : Modified routines (regarding following VA and SAC standards) with certain software application packages to ensure our veteran customers are receiving the best quality of care they deserve within the design scope of the designated software application
- **VistA System Manager** : Assisted the System Manager (and served as System Manager during his absence) during system downtime with the installation of software packages/patches and other VistA System Manager related duties.

- **Leadership Development** : Developed and tested a Telecommute Pilot Program for OIT at my facility at the request of the Facility Chief Information Officer
- **NOIS/Remedy** : Coordinate e-mail/ CA ticket assignment schedules
- **Data Validation** : Checked and ensured that the DATUP servers are running on the WebLogic Consoles
- **VistA Account Creation** : Created local accounts for CPAC (Consolidated Patient Account Center) users as requested

EDUCATION

PHD (Doctorate in Christian Education)
—Good Shepherd Theological Seminary and Bible College
 Shreveport, LA (Will Graduate May 2024)

MASTER'S DEGREE (Master of Science in Administration w/ concentration in Health Services Administration)
—Central Michigan University
 Fort Polk, LA, *May 2004*

BACHELOR'S DEGREE (Bachelor of Science in Computer Applications)
—Louisiana Tech University
 Ruston, LA, *May 2000*

CERTIFICATIONS/ACHIEVEMENTS

VASP (Virtual Aspiring Supervisor Program); successfully graduated from this brand new VA Leadership program July 2022

FAC-COR II (Federal Acquisition Certification for Contracting Officer's Representation); Received Program/ Project Manager certification from VA Acquisition Academy December 2015

EVAL (EMERGING VA LEADERS) MENTOR —Leaders
January 2004 - January 2009

- Served as an EVAL Mentor, which was a VISN 16 Leadership Program geared towards upward leadership mobility for GS-5 – GS-8 employees.

EVAL (EMERGING VA LEADERS) SITE COORDINATOR —Overton Brooks VAMC
January 2004 - January 2008

- Served as the EVAL Site Coordinator for the facility. In this role, I oversaw the upward mobility leadership VISN 16 program, which sought out to assist GS-5 – GS-8 employees to climb the ladder of success and excel within the VA.

Completed coursework and became a certified VA Cyber Security Practitioner (April 2004)

Leadership Development Institute (VISN 16 Leadership Program); graduated from this program May 2003

Recipient of extensive VA courses, such as MUMPS coding, VistA Foundations, etc.

SKILLS

- Highly experienced with VISTA (Veterans Integrated System Technology Architecture) and CPRS (Computerized Patient Record System)
- Research and Development
- Technical and Software Proficiency
- Data Processing and Application
- System Analysis
- Leadership and Team Building
- Proficient Writer
- Knowledgeable with Microsoft Office (Word, Power Point, Excel, Access)
- Auditing skills
- Works well as part of temporary or permanent team
- Experienced in database development
- Strategic Planning and Analysis
- Business Operations
- Information Management Systems
- Growth and Development Impacts
- Exceptional Typist (60+ WPM)
- Experienced with Product Life Cycle anagement
- Extremely detail oriented
- Able to communicate across all levels of management
- Generates accurate efficiency reports on a variety of subjects

REFERENCES

References available upon request