FERDINAND MUNOZ

Systems Engineer & Technology Leader

San Antonio, TX | (956) 832-2867 | Ferdinand@aol.com
ferdinandmunoz.com | English & Spanish

PROFESSIONAL SUMMARY

Systems engineer and technology leader with 15+ years of experience across healthcare IT, infrastructure and custom software. Led 14 full-stack developers, directed integrations across four EMR/LIS platforms, and supported technology for 200+ healthcare professionals. Combines hands-on engineering with team leadership, stakeholder coordination and operational support. Based in San Antonio, Texas; bilingual in English and Spanish.

PROFESSIONAL EXPERIENCE

Technology Consultant / Independent Contractor

Independent | 2020 – Present

Concurrent with InnovativeGX role (2020–2024)

- Built DistroDocs, a full-stack medical-distribution platform for inventory, orders, compliance documentation and reporting.
- Developed Python automation for data extraction, transformation and healthcare interfaces; integrated EMR environments for hospice and home-health operations.
- Managed cloud, network, endpoint, email and domain environments using HIPAA-aligned security practices.
- Designed and launched websites and custom business applications for healthcare and professional-services organizations.
- Provided digital-evidence analysis, custom tooling, evidence organization and courtroom exhibit support for a defense team during a year-long federal healthcare-fraud trial.

IT Director

InnovativeGX, LLC | 2020 – 2024

- Managed and mentored 14 full-stack developers; coordinated technical vendors and stakeholders across healthcare technology projects.
- Directed EMR/LIS integrations involving NovoPath, athenahealth, LIMSABC and eMDs, including clinical order and result workflows.
- Engineered AWS infrastructure with backup, restoration and fault-tolerant systems to support business continuity.
- Led enterprise VPN and firewall implementations across multiple client locations.
- Scoped and delivered complex technical projects within agreed scope and schedule.

IT Help Desk / Healthcare Technology Support

Consultants in Pain Medicine, LLC | 2014 – 2020

- Supported 200+ healthcare professionals across clinical operations, resolving technology issues in day-to-day workflows.
- Built workflow-automation scripts to improve organizational productivity.
- Produced executive-level system-performance reports and supported infrastructure optimization and network-security initiatives.
- Managed endpoint, email and domain environments across multiple practice locations.

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SELECTED ENGINEERING PROJECTS

QR-Based Laboratory Sample Tracking
Developed QR-based laboratory software tracking sample arrival, machine-to-machine movement and the full lifecycle through posted results.

COVID-19 QR Registration & Return-Visit Lookup
Built LIS registration with a patient-specific QR code for repeat-test lookup without re-entering demographics and insurance.

COVID-19 Patient Outreach CRM
Created a custom CRM supporting COVID-19 patient outreach and free test-kit programs.

Clinical Archive & Record Viewer
Preserved legacy Careficient records and original PDFs through Playwright-assisted extraction; built an organized, read-only viewer for authorized retrieval.

Asana API Data Extraction
Created custom software using the Asana API to extract platform data.

Slack Communication Archive
Built custom software using the Slack API to archive channels, chats and workspace communications.

BambooHR Offline Records Archive
Created a custom program to extract BambooHR records and build an offline version for HR record keeping.

COVID-19 laboratory collaboration
Contributed to a team developing multiple systems to improve laboratory quality and efficiency during the pandemic.

TECHNICAL SKILLS

Systems & Networks
Windows Server; Active Directory; Cisco/SonicWall; Ubiquiti access points; Cisco deployments; VLANs; VPN; multi-site connectivity; endpoint management.

Installation & Physical Security
Cat5e/Cat6 and fiber; network drops; racks and patch panels; punch-downs; cable testing/certification; Ubiquiti G4/G5/4K PoE cameras; NVR/DVR; Honeywell/2GIG alarms; UniFi door access; intercoms.

Cloud & Resilience
AWS architecture and administration; backup and restoration; fault tolerance; disaster recovery; business continuity.

Healthcare Integration
EMR/LIS integration; HL7 interfaces; bidirectional order and result workflows; hospice and home-health technology; HIPAA-aligned security practices.

Software & Data
Python; Playwright; data extraction and transformation; database-backed applications; workflow automation; React; TypeScript; Node.js; Asana and Slack API programs; offline BambooHR records.

Security & Leadership
Access control; SPF, DKIM and DMARC; incident investigation; digital forensics; developer leadership; vendor coordination; project scoping and delivery.

EDUCATION

Bachelor of Science, Computer Information Systems
Minor in Computer Science | Graduated 2010