Contact

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www.linkedin.com/in/alex-clark27 (LinkedIn)

Top Skills

Intersystems IRIS
IBM AIX
Epic Systems

Certifications

Web Front End 2
Java 2
Web Front End 1
Java 1
Operational Database Administration

Publications

A Critical Analysis of SME Cybersecurity Policies and Practices

Alex Clark

Operational Database Administrator
Peoria Metropolitan Area

Summary

Always learning, always building, and always looking for new ways to improve!

I'm an IT professional with a background in systems support, cybersecurity, and programming. I bring a balance of technical skill, curiosity, and creative thinking to every project I take on. Whether it's streamlining processes, improving user experiences, or building something from scratch, I'm driven by the challenge of solving problems and making technology more effective.

Experience

OSF HealthCare

Operational Database Administrator
July 2025 - Present (1 year 3 months)
Peoria, IL

• Execute technical workflows within the operational database across Ubuntu/AIX OS CLI, InterSystems IRIS DBMS, and the Epic command-line layers; to include log analysis, IRIS process control, environment management, file system validations, security, backups, failover checks, and other Epic-required operational tasks.
• Support the maintenance and monitoring and well as troubleshoot issues in Production, Non-Production, and Training environments alongside internal teams and external Epic Technical Support representatives. Support correspondence between PMs and relevant teams for project work impacting the ODB.
• Contribute to patient-care continuity across the enterprise by supporting upgrade cycles and server buildouts under supervision; Completed Epic ODBA certification in Jan 2026.

Air National Guard

7 years 1 month

Cyber Systems Operations Specialist

November 2025 - May 2026 (7 months)

C-130H Loadmaster
May 2019 - November 2025 (6 years 7 months)
Peoria, IL

• Safely loaded, secured, and unloaded cargo and personnel on military aircraft, ensuring optimal weight distribution and mission readiness.
• Coordinated with aircrew and directed ground support personnel to manage cargo operations and in-flight monitoring, maintaining operational efficiency.
• Applied leadership skills to mentor and guide new unit members, fostering their professional growth, integration, and overall operational readiness.
• Spearheaded a joint-operations field exercise with 75+ personnel, earning recognition from senior Air Force leaders for effective leadership and execution.

CIT Trucks
Corporate IT Support Analyst
April 2025 - July 2025 (4 months)
Normal, Illinois, United States

• Provided multi-tier remote IT support for 15 branch locations, resolving issues across systems, hardware, and user AD and external OEM accounts.
• Developed and revitalized internal IT documentation, establishing clear, version-controlled standards that streamlined knowledge transfer and reduced ticket resolution times.
• Automated company-wide software updates using PowerShell and LANsweeper, significantly reducing manual effort and increasing compliance and efficiency.
• Monitored and responded to cybersecurity incidents using CrowdStrike, supporting endpoint protection and threat remediation efforts.
• Designed and documented an in-progress new hire automation solution to standardize and simplify user account provisioning, improving consistency and reducing onboarding time.

Illinois State University
1 year 4 months

IT Operations Assistant
January 2024 - April 2025 (1 year 4 months)
Normal, Illinois, United States

• Provided comprehensive IT support to approximately 1,700 clients, including faculty, staff, and students.

• Managed service requests and configurations through Cherwell Service Management, ensuring timely resolution of technical issues.
• Developed a custom WordPress template to enhance the University High School website, improving user experience and functionality.
• Gained hands-on experience in web server administration and front-end development, strengthening my technical skill set.

Student Researcher - Digital Logic VR Development
September 2024 - January 2025 (5 months)
Normal, Illinois, United States

• Developed an immersive virtual reality (VR) experience using the Unity game engine to enhance student learning outcomes in Illinois State University's Department of Technology.
• Created interactive modules focused on digital logic circuitry, allowing users to engage with integrated circuits, logic gates, cables, and truth tables in a hands-on environment.
• Gained advanced expertise in Unity VR game development through successful completion of this project.
• Laid the groundwork for a second interdisciplinary VR project exploring Aging-In-Place (AIP) technologies.
• Collaborated with professionals in speech-language pathology, interior design, and VR development to design innovative VR solutions supporting independent living for older adults.

Student Researcher - SME Cybersecurity Detection Practices
May 2024 - August 2024 (4 months)
Normal, Illinois, United States

• Conducted research project evaluating cybersecurity posture and threat detection practices among 33 small businesses in Central Illinois through an extensive literature review.
• Co-authored a peer-reviewed article detailing the study's findings, published in a professional software development journal.
• Presented research findings at the ICSIM international conference in Singapore (January 2025) and the Illinois State University Student Research Symposium (April 2025).
• Obtained human subjects research certification and designed a custom survey, contacting over 100 businesses to collect detailed cybersecurity insights.

Education

Illinois State University

Bachelor of Science - BS, Computer Systems Technology · (August 2023 - May 2025)

IT Workforce Accelerator

Certificate of Completion, Information Technology · (July 2024 - December 2024)

Illinois Central College

Associate's degree, Information Technology · (August 2021 - May 2023)

Community College of the Air Force

Certificate of Completion, Airman Leadership School · (January 2023 - February 2023)

Community College of the Air Force

Certificate of Completion, Air Operations · (January 2020 - January 2021)