

Franklin (Alex) Bell

(330) 697-9401 | fabell.4@gmail.com | Stow, OH | [Linkedin](#) | [Credly](#) | www.greenflametech.com

PROFESSIONAL SUMMARY

Versatile IT and software professional with 15+ years of experience spanning cloud infrastructure, enterprise systems, and full-stack development. Proven track record delivering scalable SaaS solutions, automating operations, and improving system reliability in healthcare and enterprise environments.

Strong background in AWS and Azure, DevOps practices, and modern web technologies, combined with hands-on experience in scripting, integrations, and infrastructure management. U.S. Army veteran known for leadership, problem-solving, and executing under pressure.

CORE COMPETENCIES

- **Cloud & Infrastructure:**
AWS, Azure, Kubernetes, Docker, Proxmox, Virtualization
- **DevOps & Security:**
CI/CD, Infrastructure Automation, Wazuh, Vulnerability Management, ITIL
- **Programming & Development:**
C#, Python, PowerShell, JavaScript, TypeScript, React, Node.js, SQL
- **Data & Integration:**
MSSQL, PostgreSQL, MySQL, Oracle, APIs, HL7
- **Enterprise Platforms:**
OnBase, Epic, IIS, Git

CERTIFICATIONS

- AWS Certified: Cloud Practitioner, SysOps Administrator, Developer Associate, AI Practitioner
- Microsoft Azure Administrator
- CompTIA: A+, Network+, Security+, Linux+, Cloud+, Project+, Server+
- Hyland Certified Developer | Workflow Administrator Expert | Consultant Professional
- ITIL 4 – IT Service Management
- ISC2 Certified in Cybersecurity

PROFESSIONAL EXPERIENCE

Hyland Software – Westlake, OH

Senior Solution Consultant (Managed Services) | 2014 – Present

- Designed and implemented cloud and on-prem enterprise content management solutions, improving system uptime and regulatory compliance.
- Developed API integrations and automation scripts, reducing manual administrative workload by 120+ hours annually.
- Built monitoring and alerting solutions that reduced incident response times by 35%.
- Established and led an after-hours support model, reducing overtime costs by 50% while maintaining service quality.
- Authored technical documentation and operational playbooks to improve team efficiency and onboarding.
- Partnered with cross-functional teams to remediate security vulnerabilities and maintain HIPAA compliance.

PROFESSIONAL EXPERIENCE

United States Army

Psychological Operations Sergeant | 2005 – 2019

- Led development and execution of data-driven communication strategies supporting global operations.
- Designed and standardized training programs adopted across a 3,000+ personnel brigade.
- Conducted audience and behavioral analysis to improve effectiveness of messaging campaigns.
- Delivered measurable improvements in campaign outcomes through analytics and iterative strategy refinement.
- Collaborated across intelligence, operations, and communications teams to align mission objectives.
- Recognized for leadership and performance in high-pressure, rapidly changing environments.

EDUCATION

- M.S., Software Engineering – AI Engineering – Western Governors University
- B.S., Software Engineering – Western Governors University
- B.S., Cloud Computing – Western Governors University
- A.S., Computer Information Technology – University of Akron

KEY VALUE PROPOSITION

Brings a unique combination of enterprise IT experience, software development capability, and military leadership, enabling delivery of secure, scalable, and efficient technical solutions across diverse environments.