

PHILLIP ANTHONY

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CompTIA A+ | CompTIA Network+ | linkedin.com/in/phillip-anthony-75280778 | philanthony.dev

SUMMARY

Technology professional with six years of enterprise IT support across regulated healthcare and banking, now also shipping production software. Built and deployed a live public web application end to end: data pipeline, PostgreSQL schemas, REST API, Next.js frontend, and cloud hosting. Strong in root cause troubleshooting from hardware up through the application stack, Active Directory administration, and supporting users of every technical level. CompTIA A+ and Network+ certified.

TECHNICAL SKILLS

IT Support & Administration: Windows 10 and 11, Microsoft 365, desktide and remote support, imaging and deployment, Active Directory users and permissions, Group Policy, ServiceNow, JIRA, ITIL-based triage, hardware diagnostics, printers and peripherals

Development: Python, TypeScript, JavaScript, SQL, React, Next.js, Node.js, Fastify, REST API design, Prisma, automated testing

Data & Databases: PostgreSQL schema design, migrations, views, and constraints; SQLite; data validation and deduplication; ETL pipelines; RAG and BM25 retrieval

Cloud & DevOps: AWS, GCP, Render, Vercel, Cloudflare DNS and domains, GitHub Actions CI, environment configuration, production deployment and monitoring

Networking & Security: TCP/IP, DNS, LAN and wireless troubleshooting, Transparent Data Encryption, access control, regulated data handling

ENGINEERING FELLOWSHIP & PROJECTS

Next Chapter | Full-Stack Software Engineer (Fellowship)

Apr 2026 - Jul 2026

- Completed a full-stack engineering fellowship building and deploying applications in Python and TypeScript over PostgreSQL, deployed to AWS and GCP; presented a live production app at demo day, leading directly to a product engagement with a civic tech nonprofit.
- Philadelphia Court Outcomes Analytics (philacourtoutcomes.org): live public site parsing court dockets into sentencing outcome distributions, spanning a Python ingestion pipeline, layered PostgreSQL schemas with validation gates, an aggregate-only API, a Next.js frontend, and CI, deployed on Render and Cloudflare.
- DepWarden: retrieval-augmented generation pipeline over npm security advisories using BM25 retrieval to ground LLM answers in cited advisory text, deployed as a hosted service.

PROFESSIONAL EXPERIENCE

New Providence Healthcare, MD | IT Support Technician

Mar 2023 - Sep 2025

- Primary desktide and remote support contact for clinical and administrative staff, troubleshooting hardware, software, OS, and network issues on EHR workstations in a regulated environment where downtime directly affected patient care.
- Deployed a fleet of workstations to a standardized build (imaging, application installs, updates, endpoint protection, Group Policy), administered Active Directory accounts and permissions, and implemented Transparent Data Encryption on production databases holding patient data.

Jefferson Hospital, Cherry Hill, NJ | Computer Support Specialist

Nov 2021 - Nov 2022

- Resolved an average of 35 access, hardware, and software issues daily across a live prioritized queue, and supported EPIC clinical system deployments through major implementation phases, coaching users in plain language.

IBM (Santander Engagement), Nationwide | Infrastructure Technician

Jan 2020 - Nov 2021

- Led large scale workstation refresh and user data migration for an enterprise banking client across multiple office locations, protecting data integrity through backups and restoration.
- Configured and automated file servers and network shares via scripting, reducing manual provisioning effort across the rollout.

PAR Recycle Works, PA | Hardware Technician

Feb 2019 - Jan 2020

- Performed hardware diagnostics and quality assurance on 1,000+ devices weekly, isolating component-level failures, and executed refurbishment, reimaging, and redeployment workflows end to end.

CERTIFICATIONS & EDUCATION

CompTIA A+ | CompTIA Network+ | Next Chapter Software Development Bootcamp | Google AI Certification (TechSGiving)