

Anthony Nixon

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Professional Summary

IT Specialist with experience in application support, workflow optimization, and ITIL processes. Skilled in troubleshooting, documentation, and improving efficiency through consultative support. Possess a strong understanding of IT workflows at NKC Health, enabling effective collaboration and system support. Proficient in Microsoft technologies, ServiceNow, and full-stack development.

Technical Skills

Service Desk: ServiceNow, ADSS, Active Directory, Microsoft Azure, VMware Horizon Client, PDQ, MDM (Skybox and Omnissa), PowerShell, Cisco Secure Client (VPN), Cisco Prime (WAP monitoring), Motorola Push-To-Talk, Teradici (Zeroclients), McAfee (Asset security), Office 365 Apps

Front End: HTML5, JavaScript, jQuery, jQueryUI, CSS3, Responsive/Mobile Web Development, Bootstrap, ReactJS

Middle Tier: Visual Studio, C#.NET, ASP.NET, LINQ, MVC, EF, PowerShell

Back End: ADO.NET, SQL, SQL Server, SSMSE

Independent Development Projects

- Device Cleanup Tool: Created a PowerShell GUI that enables Service Desk technicians to safely delete inactive or orphaned user profiles from remote workstations.
- Personal Site: www.nixonanthony.com
- StoreFront: Developed a secure application simulating an online store front with shopping cart functionality and administrative product management.
- S.A.T. Scheduling Administration Tool: Built a secure application for managing students, courses, scheduled classes, and enrollments.
- Final Project: Designed and deployed a secure ASP.NET MVC application for managing hardware and software tracking within a company.

Technical Training

INFORMATION TECHNOLOGY SPECIALIST TIER II

- Udemy A+ Training Certification
- Udemy Project+ Training Certification
- Udemy ITIL 4 Training Certification
- Udemy Intune/Azure Training Certification

CENTRIQ TRAINING – KANSAS CITY, MO Full-Stack Web Developer Program

- MVC Framework, Troubleshooting & Debugging, Source Control
- Agile/Scrum (Created Team Project), Website Deployment
- Pair Programming, Code Review, Professionalism & Teamwork

Professional Experience

NKC Health – Kansas City, MO

Information Technology Specialist Tier II | 2023 – Present

- Provide Tier 2 support for deployed and newly issued IT assets, including installation, configuration, diagnosis, repair, maintenance, and upgrades.
- Troubleshoot phone calls while ticketing customer questions/issues on ServiceNow.
- Collaborate with end-users to streamline workflows and improve system efficiency.
- Provide consultative support for application issues and change management processes.
- Engage in customer-facing meetings to improve adoption of IT processes and tools.
- Create detailed documentation and knowledge articles to enhance team troubleshooting capabilities.
- Assist bi-weekly nursing orientation by setting up HealthStream accounts and verifying access for new staff.
- Assist with user access management for internal applications, including MFA setup during onboarding and password changes for new hires.
- Assist external Cerner users with MFA setup, password changes, and VMWare to access NKC Health EMR.
- Understand and utilize ITIL processes (Incident, Problem, Change) in a corporate environment.
- Invoke problem escalation procedures to coordinate recovery.
- Maintain highest count of resolution for incidents on the Service Desk floor team.

The BrewTop – Kansas City, MO & Overland Park, KS

Assistant District Manager | 2022 – 2023

- Managed and mentored General Managers and Assistant General Managers across two high-volume restaurants, overseeing all front-of-house operations and ensuring alignment with company standards.
- Lead front-of-house operations to ensure exceptional customer experience and compliance with safety standards.
- Implement staff training programs to improve service quality and operational efficiency.
- Resolve escalated customer concerns promptly and professionally to maintain brand reputation.
- Coordinate scheduling and labor management to optimize coverage and reduce costs.
- Assist with payroll processing, onboarding paperwork, and termination procedures to ensure accurate HR compliance.
- Collaborate with ownership on strategic initiatives to increase revenue and customer satisfaction.

The BrewTop – Kansas City, MO

Kitchen Manager | 2017 – 2022

- Managed all kitchen operations and staff.
- Implemented new staffing scheduling model to increase coverage.
- Reduced lost revenue by balancing supply/demand of food products.

Bravo – Kansas City, MO

Lead Cook | 2016 – 2017

- Onboarded and trained new employees.
- Managed inventory and prepared menu items.