

BRANDON QIAO

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SUMMARY

Senior Deployment Engineer with 6+ years deploying and supporting enterprise software in regulated, mission-critical environments. Owns customer deployments end to end, from defining requirements with stakeholders through configuration, migration, validation, and go-live. Served as the sole engineer configuring the company's first Azure Cloud customer after infrastructure handoff, pioneering the SaaS deployment model used across the organization today.

TECHNICAL SKILLS

Deployment & Integration: DICOM, HL7, Mirth Connect, RESTful APIs, Data Migration

Infrastructure: Microsoft Azure, SQL Server Always On, IIS, TCP/IP, load balancing, Windows Server, Unix/Linux, macOS

Languages & Scripting: PowerShell, Python, Bash, Batch, SQL, Git

Security & Compliance: HIPAA, Microsoft Entra ID, Okta, Duo, SAML, LDAPS, SSL/TLS certificate lifecycle

Tools: Jira, Confluence, Visio, VS Code, Claude, Remote Desktop Manager, JAMF, Microsoft 365, Wireshark, Grafana

Certification: Microsoft Certified: Azure Fundamentals (AZ-900), 2026

EXPERIENCE

Sectra North America Inc., Shelton, CT

Senior Deployment Engineer

January 2025 – Present

- Own customer deployments end to end: defining requirements with hospital IT and clinical staff, configuring the product around their workflow, then testing and validating to get them live.
- Ran three large enterprise hospital deployments in parallel, carrying each one through go-live and into a clean handoff to support.
- Act as the technical point of contact for 10 enterprise projects totaling over \$120 million, consistently driving projects forward with technical breadth to hit deadlines while prioritizing customer satisfaction.
- Integrate SaaS software into enterprise healthcare workflows, bridging solution architecture with the needs of clinical end users.
- Use PowerShell to deploy software and automate configuration through calls to an internal API, replacing manual install runbooks.
- Awarded the company's seniority award in June 2026 for technical leadership across North American deployments.

Lead Systems Engineer

June 2022 – January 2025

- Led and deployed the champion customer into the Azure Cloud, trailblazing the company's future in SaaS. Owned the full customer configuration once the cloud team handed off infrastructure, setting the deployment model used for every SaaS customer since.
- Managed data migrations through Mirth Connect into a SQL Server Always On environment to safely move patient information.
- Pioneered company-wide adoption of an automated script framework for consistent deployments, reducing deployment time by 80% and removing manual configuration errors.
- Presented completed deployments to the wider company to ensure clean transitions to support and adherence to best practices.

L2 Support Engineer

November 2021 – June 2022

- Worked over a thousand patient-critical tickets across hundreds of enterprise hospital systems spanning thousands of servers.
- Awarded the 2021 Collaboration Award for technical leadership and expertise on sophisticated software issues.
- Led global open issue meetings for cardiology, documenting solutions and change requests in Dynamics, Jira, and Confluence to maintain a living knowledge base.

L1 Support Engineer

May 2020 – November 2021

- Recognized a knowledge gap in cardiology PACS and proactively filled the role within my first year, guaranteeing support of the workflow across the region.
- Delivered white-glove technical support to hospital admins, ensuring uninterrupted access to critical diagnostic systems.
- Entrusted with mentoring new hires through PACS onboarding and internal workflows.

University of Connecticut, Student Affairs IT, Storrs, CT

Assistant System Administrator

February 2018 – May 2020

- Coded Bash and PowerShell scripts that automated server processes and checked data types, firewalls, and certificates.
- Deployed new Windows and Raspberry Pi images alongside senior system administrators.

EDUCATION

University of Connecticut, Storrs, CT

May 2020

B.S. Biomedical Engineering, Minor in Electronics and Systems. Honors: Dean's List, Farrington and Sherman Engineering Scholarships