
DIRECTOR / SR. PROJECT MANAGER – IT & SYSTEMS

IS / Project & Change Management / Troubleshooting / Testing / ITIL / ROI / Software & Hardware Best Practices / Requirements / Multi-Site / Strategic Planning / Application Development / Reporting Infrastructure / Technical & Business Analysis / Networks / Budgets

Aligning technology solutions with business goals, led teams and managed projects that significantly improved efficiency and productivity and reduced costs in complex enterprise IT environments. Architected scalable systems, network, software and hardware solutions spanning multiple technical disciplines for healthcare and financial services leaders, among others. Leveraged emerging technologies and best-in-class software with state-of-the-art development methodologies, providing security, functionality, scalability, performance and reliability. Key skills:

- ☐ **Aligning personnel and processes to positively impact the bottom line**
- ☐ **Translating and converting business requirements into technical solutions**
- ☐ **Architecting scalable solutions for both large and small environments**
- ☐ **Building, leading and motivating top performing technology teams**

Skilled at surmounting challenges required to close the gap between business requirements and the systems that satisfy those requirements. Effective communicator who gains cooperation and consensus among all stakeholders. Works collaboratively with business partners to effectively identify, isolate and resolve technical concerns. **BS, Computers/Information Systems**, DeVry University. **ITIL Foundations Certificate** in Service Management.

Selected Accomplishments

- ***Established and led two new departments from ground up. Used ITIL best practices to standardize processes, procedures and workflows enterprise wide. Built cohesive high-performing teams.***
- ***Reduced IT/Telecom department operating budget 53%. Ensured substantial savings as a result.***
- ***Actualized \$24K annual cost saving. Effectively deployed wireless Wide Area Network connections into remote facility.***
- ***Slashed unit costs 60%. Reduced number of network printers from 84 to 26 through effective implementation and deployment of multi-functional print, copy and fax/scanning devices.***
- ***Reorganized and consolidated under-performing Information Systems (IS) department. Yielded proactive organization reducing day-to-day operating costs and saving hospital tens of thousands of dollars annually.***
- ***Converted ten hospitals from MEDITECH C/S 5.67 Electronic Health Record (EHR) system to Epic 2014 EHR system. Led testing effort to ensure integration across hospital product lines.***

Career History

Hospital Sisters Health Systems, 2009-Present.

IS Director, ITS Change Management, 2013-Present. Effectively use ITIL best practices and protocols in organization and development of new department. Initiated and lead change management charter to formalize standardization, coordination, communications, quality improvements and provide consistency.

Manager Reporting Systems, 2010-2013. Created and led a new department and successfully integrated and organized multi-site developers into a stable and united team able to deliver strong business results.

Senior Technical Analyst, 2009-2010. Provided wide ranging technical support, maintenance and updates of MEDITECH reports for key functional modules encompassing Patient Accounting, Admissions, Scheduling, Business Accounts Receivables, Authorization and Referral Management.

Implementation/Release Manager, Technisource (State Farm Contract), 2008-2009. Formalized and coordinated project plans through effective use of Agile and Waterfall methodologies. Managed project resources and work scheduling. Monitored all implementation timelines and project communications for compliance and consistency.

Project Manager, SVI Healthcare, Inc., 2007-2008. Effectively and efficiently developed, tested, implemented, and supported software applications. Defined project objectives, requirements, timeline, and deliverables and assigned resources. Monitored project progress and reported project milestones to senior management.

Earlier: Senior Programmer Analyst, BroMenn Regional Medical Center, 2004-2007; and **Director Information Systems**, Marymount Medical Center, 1999-2004.