

SENIOR EXECUTIVE, TECHNOLOGY & OPERATIONS: CIO | COO

Leading at the Intersection of Business and Technology to Boost ROI and Organizational Effectiveness through: Technology & Business Transformation – Pragmatic Solutions Delivery – Inquisitive, Accountable Team Culture Development

EXECUTIVE PROFILE

Organizational Leader: Results driven and collaborative leader focused on recruiting, developing, and challenging top talent to create a high-performance, high-accountability environment. Able to leverage the strengths of each team member, fostering a mutual respect that stimulates creative solutions and technology innovation focused on solving genuine business issues.

Business Advocate: Adept at crafting and articulating a strategic business vision and defining a technology roadmap that aligns with the overarching business objectives. Strong background delivering solutions that encompass customer needs and industry trends while being extensible and scalable to meet future growth and change requirements.

Change Agent: Deep understanding of the business, emerging technologies, and market forces to drive change and create a competitive advantage. Continually challenge the status quo by asking "Why?" Has transformed the traditional IT cost center into a profit growth driver.

LEADERSHIP QUALIFICATIONS

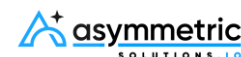
- 20 Years of Technology Management & Leadership Experience
- Expertise Directing Technology & Business Transformation Initiatives
- Proven History Delivering New Services & Strategies to Optimize IT Integration, Use & Support
- Track Record of Success Delivering Significant ROI through Cost Savings & Profit Growth
- B.S., Business Information Systems

PROFESSIONAL EXPERIENCE

Company - St. Augustine, FL

(2018 – 2020)

Concise description of company and its' purpose to paint audience a picture.



Title

Why you were hired into this role/the purpose of the position. IE Brought on as a change agent to establish solid IT practices, breathe life into stagnated projects and lead the exploding infrastructure needs.

- Established new executive level relationships with key IT business partners to propel IT projects forward.
- Took over completely stalled enterprise wide phone system replacement project and completed installation within six months.
- Led the system wide vendor selection (Aruba vs. Cisco) to replace the entire network infrastructure.
- Member of the construction committee overseeing all enterprise construction projects including two 18,000+ SF medical office buildings.
- Key role in the development of the organization's real estate contracting, structured cabling, and WAN architecture.
- Developed the organization's cloud strategy and led the implementation resulting in improved productivity and organizational communication, and most recently, the seamless transition to remote working for non-essential staff during the COVID-19 pandemic.

Company - Jersey City, NJ

(2013-2018)

Patient-focused medical group with 45 practices, 3 hospitals, and health plan offerings.



Corporate Chief Information Officer (CIO) | Corporate Chief Information Security Officer (CISO) | Medical Group CIO

Recruited as CIO to direct IT operations, EHR selection/implementation, and service delivery at Medical Group practices while building talented IT service delivery team from the ground-up. Recommended and mentored Transitional Corporate CIO before being hand-picked by CEO to drive disruption, transformation, innovation, and improvement across enterprise technology operations, infrastructure, applications/solutions, security, and vendor activities. Managed \$42M budget/P&L. Led, coached, and mentored IT teams consisting of 9 direct reports and over 50 indirect reports. Engaged with senior business leaders.

Organizational & Business Improvements

- Led organizational restructuring and recruited new CTO from Dell to break down existing silos and business barriers.
- Managed due diligence review and integration for 150 medical practice acquisitions, driving technology and business synergies.
- Infused culture with IT best practices and proven methodologies – PMI project management and ITIL service management principles – and established performance metrics and executive dashboards for improved visibility, transparency, and decision-making.

Revenue Growth & Cost Savings Initiatives

- ▶ Transformed IT from cost center to profit contributor by creating revenue stream via newly created Managed Services vertical to 550 medical practices users while only adding 1 FTE.
- ▶ Reduced IT capital spend by \$2M and resolved multi-million-dollar Microsoft software license compliance issue.
- ▶ Generated \$200K in annualized savings by engaging with vendor to audit telecommunications costs.

Enterprise Technology Overhaul

- ▶ Designed and led strategy to replace antiquated network infrastructure using Managed Services/IaaS resulting in zero downtime in mission-critical 24x7x365 environment.
- ▶ Drove IT security and HIPAA compliance initiative to remedy significant findings and deficiencies from audit resulting in consistent compliance for the remaining years of tenure.
- ▶ Led RFP, vendor selection, and integration of Service Now PaaS Enterprise Service Management solution.

Company - Brooklyn, NY

(2011-2013)



Largest private multi-specialty group in Brooklyn with 170 physicians across 12 locations.

Chief Information Officer (CIO) | Chief Security Officer (CSO)

Directed 15-person team in development, delivery, and support of cutting-edge electronic health record (EHR) platform and other advanced healthcare technologies. Oversaw IT operations, telecom, and technology governance, including ISO/HIPAA compliance and audit tracking.

- ▶ Transformed IT by eliminating duplicate roles and entrenched attitudes; replaced leaders to foster collaboration/transparency; and integrated physicians and nurses onto advanced clinical team to drive EHR system alignment with clinical workflows.
- ▶ Delivered robust technology infrastructure, including phone system overhaul and transition to truly converged networks.
 - ↳ Slashed energy/cooling costs and eliminated \$2M in telecommunications expenses in 18-month period.
 - ↳ Hardened systems/networks achieving "Full Ready For Business" status < 12 hours after Hurricane Sandy devastated the metro New York area.

Company - Jersey City, NJ

(2009-2011)



Leading provider of enterprise IT management/support for healthcare and SMB clients.

Executive Leader/Partner, Healthcare Vertical

Recruited by CEO as Executive Team Member to shape company vision and to align technology and healthcare IT service delivery strategy. Led healthcare operations, sales, technology implementation, and service support operations for 3K+ physicians/staff nation-wide. Coached and mentored healthcare operations and technology teams to drive performance and productivity. Defined service practices and metrics/KPIs.

- ▶ Propelled 2x practice sales increase focusing on EHR implementations and revenue cycle management by creating product catalog, optimizing pricing, and improving penetration with value-added product bundles.
- ▶ Created Big Data Analytics framework by integrating Salesforce.com ticketing with telephony platform, totally transforming SLA performance.
- ▶ Crafted robust HIPAA compliance and IT security standards upon being named Chief HIPAA Compliance Officer.

Company - New York, NY

(2007-2009)



Medical group with 100+ physicians operating across 8 medical offices in New York City.

Chief Technology Officer (CTO)

Managed all facets of IT strategy, solution development/integration, technology operations, and support as Executive Team Member. Built winning team culture blending internal technical teams, outsourced providers, and vendor resources.

- ▶ Spearheaded turnaround of failing EHR deployment, seamlessly directing NextGen KBM integration and subsequent version upgrades.
 - ▶ Led transition from legacy telecommunications to VoIP telephony platform while generating \$300K in annual telecom cost savings.
 - ▶ Revitalized end-user confidence in IT through organization restructuring/alignment and establishment/fulfillment of stringent SLAs.
-

ADDITIONAL EXPERIENCE

Company - - Director, IT Project Management (2003-2007)

- ▶ Directed technology strategy design and tactical execution of IT solutions/services supporting mortgage banking/brokerage in 2 states.
- ▶ Managed IT network, systems, and telephony infrastructure. Oversaw technology procurement, implementation, training, and support.

Company - - Regional IT Support Manager | Technical Operations Lead (2000-2002)

- ▶ Brought in to lead end-user support. Promoted to direct support for 800+ users, helping to create unified IT support organization.
- ▶ Drove adoption of IT standards and improved processes to cut costs (40%) and improve performance/productivity (50%).

** ** * * * * *

Also served as Practice Area Manager (Pre-Sales/Sales/Service Delivery) for Ikon Office Solutions, as Regional IT Manager/Senior Systems Engineer for Trammell Crow Company, and in Operations/Management roles at UPS in the Orlando, FL, area.

EDUCATION

Bachelor of Science (B.S.) in Business Information Systems
University of Florida

AFFILIATIONS

Healthcare Information & Management Systems Society (HIMSS)
College of Healthcare Information Management Executives (CHIME)

CERTIFICATIONS

CISSP, CISM, CISO, ITIL

AWARDS

[Insert here]

What else could you include?

PUBLICATIONS, INTERESTS, SPEAKING ENGAGEMENTS, VOLUNTEER EFFORTS