

Ittech Director

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INFORMATION TECHNOLOGY DIRECTOR / TECHNOLOGY PARTNERSHIP

Over 15 years of experience leading complex and large scale program & Information Technology implementations tailored to a range of business development needs. Especially qualified in software development, system implementation projects, business process re-engineering, change management, team development and leadership.

Information Technology Management

- Business Analysis
- CRM
- Outsourcing
- Quality Assurance
- Business Process
- Enterprise Architecture
- IT Strategy
- Service Delivery
- System Infrastructure
- Post Production Incidents
- Proposal Writing
- Facilitation

Business Development

- Business Process Improvement
- Change Management
- Vendor Management
- Business Requirements

Software Development

- SDLC/Implementation
- Agile Methodologies
- Business Intelligence
- Enterprise Software
- Software Project Management
- Agile Project Management

Project Management

- PMP
- Integration
- Team Management
- Requirements Analysis

HIGHLIGHTS OF MANAGEMENT SKILLS

- Administering development of ECM (Document Management) and Letter Generation solutions across all Xerox Government Healthcare MMIS projects.
- Coordinating domestic and offshore teams successfully within heavily matrixed organizations.
- Retaining technical talent by initiating merit awards, career path coaching and 360 review process.
- Leveraging knowledge of rapid development and other methodologies to meet expectations on all levels from client to development team.
- Removing roadblocks whether at team or client level so business and project team needs remain balanced.
- Summarizing details into executive summaries that facilitate positive management and client communications.

PROFESSIONAL EXPERIENCE

Technical Solutions, Anytown, US

Information Technology Director

2013 – Present

Key Project: Lead team in successful implementations of Document Management (ECM) and Letter Generation analysis, design/development and systems administration for Medicaid Management Application in Alaska, North Dakota, New Hampshire and Montana.

Information Technology Director @ Technical Solutions (Continued)**Project Challenges:**

- Coordinating task management, career mentorship and service delivery for 16 direct and 23 offshore resources in Bangalore, Malaysia and across the United States. Took action to improve service delivery of organization by implementing regular scrum, status and project review board meetings. Improved communication between contractors and permanent staff resulted in improved morale and reduced turnover.
- Delivering MMIS implementation for State of Alaska ahead of schedule. Led 12 resources in delivery of Document Management and Letter Generation functionality.

Major IT Company, Anytown, US**Information Technology Director, Imaging and Printing Solutions (I&PS)****2012 – 2013**

Key Project: Lead team in successful implementations of Document Management (ECM) and Letter Generation analysis, design/development and systems administration for Medicaid Management Information Systems in Alaska, North Dakota, New Hampshire and Montana.

Project Challenges:

- Assuming direct control of two accounts halfway through when managers left on medical leave. Trained staff members to take responsibility for weekly metrics/reporting tasks and other project oversight tasks. Championed Project Management, Systems Development and Relationship development tasks on needed projects, resulting in successful implementation of New Hampshire Medicaid application.
- Managing overall Service Delivery on complex \$15M MMIS system implementations. Developed and executed multi-pronged DDI (Design, Develop, and Implement) and Production Support models within Imaging and Printing Solutions (I&PS). Aligned project to global IT practices. Implemented technical solution standardization, effective cost control and significant SLA performance improvements. Led MMIS implementation team of 10 in on-time delivery of Document Management and Letter Generation functionality for State of New Hampshire.
- Navigating complex vendor management. Created monthly communication process with Vendors (EMC & OIT) enabling monthly synergistic review of invoicing, billing and licensing requests.

Affiliated IT Company, Inc., Anytown, U**Systems Development Manager, Imaging and Printing Solutions (I&PS)****2010 – 2012**

Key Project: Lead team in the successful technical solution and project delivery of Alaska, New Hampshire and North Dakota's Medicaid Management Information Systems.

Project Challenges:

- Creating scalable and supportable Document Management and Letter Generation technical solutions for Xerox Government Healthcare MMIS projects. Implemented cross team collaboration and buy in on key business process functionality. Setup bi-weekly team meetings collaborating management and project team leads resulting in clear deliverable prioritization and project milestones.
- Ensuring Business Systems Analysts and Development, Architecture and Project Management resources understood individual responsibilities, tasks and expectations. Set up Individual Development plans.

Systems Development Manager, SCHIP Eligibility/Enrollment**2008 – 2010**

Key Project: Lead team in the successful technical solution and project delivery of New Jersey, Connecticut, Florida and Missouri's State Children's Health Insurance (SCHIP) systems.

Systems Development Manager, SCHIP Eligibility/Enrollment (Continued)**Project Challenges:**

- Implementing new release management processes (RMP). Standardized process by tightening change approval process and establishing stricter priority justifications resulting in a 20% reduction in remitigation and data cleanup costs.
- Reviewing budgets, risk/issue logs, release plans and resource allocation spreadsheets and communicating status to clients on daily scrum and weekly management calls. Established process which improved relationships with clients by communicating issues and mitigations in real time.

Project Manager**2006 – 2008****Key Projects:** Negotiate and manage scope, budgets, resources and schedules on multiple Production Support accounts**Project Challenges:**

- Prioritizing and approving Change Requests/Defects/Enhancements. Worked with clients to define consistent release cycles. Set up weekly Triage/Bug Scrub sessions to define and manage change control process, resulting in a streamlined development process.
- Developing and maintaining project documentation. Set up MS Project Release plan, Issue/Risks log, Quality Management Plan, Communication/Risk Management Plans, Defect/Change Request Scorecards and Financial/Resource Allocation Dashboards, resulting in clear project communication to client.
- Managing fluctuating work levels. Worked with other Project Managers to establish flexible staffing model and set team priorities, resulting in lower project attrition rates.

Senior Business Systems Analyst**2004 – 2006****Key Projects:** Prepare estimates and define requirements for New Jersey and Connecticut's State Children's Health Insurance (SCHIP) systems.**Project Challenges:**

- Coordinating information between Development and Testing team and Executive Management. Defined requirements, designed application software, created effective test plans and performed testing. Prepared estimates which considered resource allocation requirements. Stayed current with project status.

Pro IT Consulting, Anytown, US**Senior Business Systems Analyst****2002 – 2004****Key Projects:** Develop application software for PERS (Public Employee Retirement System) & Hollywood Entertainment accounts**Project Challenges:**

- Working with other business systems analysts and PERS development team to convert Membership and Retirement business requirements into technical requirement and design solution artifacts.
- Gathering requirements from users across various Holly Entertainment departments. Liaised with the development team, completing Analysis implementation within 12 months and ahead of schedule.

Purple IT Software, Anytown, US**Senior Project Consultant****2000 – 2002****Key Projects:** Managed, Developed and Project Managed IT projects for clients such as Starbucks, Sunrise Medical and Camera World.

Senior Project Consultant @ Purple IT Software (Continued)**Project Challenges:**

- Developing large scale Order Management System (OMS) for Starbucks. Communicated effectively with both technical and non-technical stakeholders to translate business requirements into technical design artifacts. Acted as developer to create POC (Proof of concept) system and presented to stakeholders for appropriate approvals.
- Implementing B2B website for Sunrise Medical. Acted as Project Manager, Developer and Requirements Analyst; worked with technical and non-technical stakeholders; connected multiple external vendors, resulting in the successful design and implementation of SunriseMedical.com.
- Launching B2C website for Camera World. Integrated team of 13 Business Analysts, 7 Java Developers and 12 Quality Assurance resources, resulting in site capable of tracking user experience, business transaction processing, analytics, multiple brands, categories of product, etc.

Anytown Solutions, Anytown, US**Senior Consultant****1999 – 2000****Key Projects:** Develop web-based solutions for clients such as Consolidated Freightways and startup companies.**Project Challenges:**

- Integrated ASP website with IBM CICS backend, resulting in workable POC showcasing automation to Consolidated Freightways manual processes. Used Rational Unified Process (RUP) methodology and templates to document stakeholder scope, requirements and design requirements.

Anytown, Anytown, US**Senior Consultant****1996 – 1999****Key Projects:** Contribute developer/analyst expertise within team working on projects with Microsoft, AT&T Wireless and Astra Merck**Project Challenges:**

- Converting Astra Merck web development environment from Netscape to Microsoft Technologies. Created Gap Analysis between competing tools and presented results to executive management which resulted in project approval.

EDUCATION AND SPECIALIZED TRAINING

B.A. Economics – State University of Anytown, Anytown, US**Computer Science** –University of America, Anytown, US.**PMP Certification** – Project Management Institute