

CLIENT NAME

Phone | Email | LinkedIn URL

City, State, Zip Code

Director of Information Technology & Operations

20 years of winning performance in operational excellence and technological optimization.

Ongoing success leading multi-facility business enterprises by balancing the utilization of both proven and cutting-edge technology. Expertise in implementing results that not only meet organizational goals, but also drive optimization, reduce costs, and improve proficiency. Skilled mentor and instructor, with the ability to cultivate strong stakeholder and interdepartmental relationships. **Areas of expertise include:**

Executive Leadership | Change Management | Contract Development & Negotiation | Project & Program Management

Strategic & Business Planning | Risk Assessment & Mitigation | Budgeting & Forecasting

Regulatory Compliance | Data Integrity & Analysis | System Evaluation & Testing

PROFESSIONAL EXPERIENCE

DIR. of Information Management Services Infrastructure and Operations

2016 to Present

Oversee comprehensive infrastructure and operational efforts, including the application and integration of technology, while leveraging \$9.6M in annual capital, and a \$53.5M expense budget.

Implement and refine a three-year technology roadmap with a focus on ongoing strategic guidance.

- Guide Epic 2016 program upgrades, configure and implement security and disaster restoration/high accessibility plans, and integrate ServiceNow software.
- Launched a new enterprise customer architecture group while enhancing collaborative relationships between IT and operations teams.
- Secured key contracts with integral partners, including Microsoft, Dell, and Capital Data.

Director of Information Technology Operations

2003 to 2016

Spearhead technological operations across multi-facility organization, including various hospitals, outpatient medical centers, and physician medical clinics.

Guided the development and management of IT strategies, implementation plans, budgets, and execution of enterprise-wide IT functions.

- Prompted a 34% reduction in IT expenditures over two-year period through continuous process improvement.
- Effectuated the transformation of the IT department into a valued, strategic component of the organization.
- Championed business cases for IT projects.
- Played a key role in outlining framework for \$3.4M high availability/disaster recovery roadmap.
- Coordinated efforts for the layout and alignment of technology across several locations.
- Streamlined and optimized customer service functions through the launch of an IT self-service portal, leading to a 55% reduction in calls and a 96% transfer of service requests within 18 months.

*Additional experience as **MANAGER, IS BUSINESS DEVELOPMENT; IS INTEGRATION MANAGER; and APPLICATION SUPPORT ANALYST** with Trisept Solutions (Bayside, WI).*

EDUCATION

Master of Science in Engineering Management | Milwaukee School of Engineering, Milwaukee, WI