



Karleen Pitsch – CEO/Co-Founder

As a serial entrepreneur and business woman, Karleen has provided leadership in accounting, finance and contract services before launching her own prosperous startups. She is a believer in purposeful leadership, sustainable performance, and fostering a culture of opportunity. Focused on simplicity, accountability, and executional excellence, she is able to attract and lead high-performing 'A' players and meld them into an extremely successful team. Karleen believes that by building great teams, satisfying customers, & executing the plan daily, Good Feather will develop a high growth business. She is personable, persuasive and recognized for business acumen, displaying a positive approach, and consistently surpassing goals. Karleen is a staunch supporter of her community through civic engagement. Her tireless efforts in both political and non-political arenas combine her knowledge, skills, values and motivation to improve the quality of life for those around her.



Dawn LaTour – COO/Co-Founder

With nearly 30 years of service in the public sector both as a federal employee and at privately held companies supporting government agencies, Dawn has had the opportunity to form a solid understanding of the federal government with a particular emphasis on Health IT systems for the Centers for Medicare and Medicaid Services and the Centers for Disease Control and Prevention. She has a substantial network within these organizations, selectively cultivated during her tenure in this space. Her mentors still play key roles in the Federal Healthcare sector. With an aptitude that is unmatched in the industry, she has consistently demonstrated the ability to evaluate broader Government Healthcare IT trends, competitor presence, and current market conditions that ensures the business is optimally positioned for success and growth. Dawn is an experienced C-Suite leader with strengths in planning, managing large complex projects, programs and organizations. Her knowledge, skills, and personal attributes have proven results in increasing efficiency, bolstering productivity, and driving performance. Dawn is passionate about using her expertise in Healthcare delivery to improve the lives of others, especially those who serve our country.



Andy Jacobs – CTO/Co-Founder

As an entrepreneur and corporate visionary with over 30 years in the market, Andy is a leader who drives growth, revenue, and speed to market by developing strategic relationships and leveraging his strong growth, product, operations, and technology background. He has extensive experience setting strategic direction and communicating the vision to drive innovative business models as well as deliver technology and business solutions that increase revenue, decrease cost, elevate client and business productivity experience for start-up, early stage to Fortune 50 organizations. Andy is an IBM Global Innovation award winner for architecting and delivering a first of its kind solution to the market. IBM Executives then chose him to lead a new product offering as Worldwide Architect for Watson Health where he helped define product market strategy and features by traveling and consulting with leading physician groups and healthcare insurance companies across the US, discussing the effect of comorbidities and multiple disease types on the population. Andy blends integrity, innovative thinking, and leadership attributes to drive business excellence. He has continually demonstrated success in building high-performing teams and achieving demanding operational and financial business goals. The key to Andy's success is his dedication as a servant-leader and unwavering focus on helping others.



Dean Holland – CSO/CISO

Dean has over 20 years' experience in supporting the Health Care Insurance market as an IT leader. He has also worked to develop vertical markets in Public Sector, Healthcare Delivery, Finance, and Critical Infrastructure Industries. He has an exceptional breadth, depth and measurable success in business and technology markets. Dean's track record of understanding marketplace and customer dynamics and creating tactics and strategies to leverage those dynamics across product management, marketing and sales have led to many successes. He is focused on delivering "first of a kind" solutions to the market. Dean's passion for security has proven him effective and capable at evangelizing security risks and strategy to the C/Board level leaders. As CISO, his mission includes creating a "risk aware" culture that places high value on securing and protecting customer information entrusted to Good Feather. One of his favorite mantras is "you must be present to win". Dean's drive and determination to help others has made him a compassionate leader in his community and a trusted adviser with his team and clients. He enjoys the outdoors and spending time with his grandchildren.



Tena White – CFO

With over 10 years of helping business grow through responsible accounting practices, Tena has proven masterful at driving growth the right way - creating sustainable financial outcomes while building customer loyalty and employee engagement. She is skilled in accounting, budgeting, billing, collections, ERP & BI systems implementation, financial planning & analysis, internal controls, supply chain and treasury. Tena's talent has led her to exceed in leadership, strategic planning, M&A, change management, project management, mentoring and team building. She has leveraged her education and breadth of industry experience to deliver innovative, comprehensive corporate, financial advisory and investment banking strategies and services. Tena has demonstrated operational and financial leadership with P&L responsibility, turnaround and growth experience, award winning cultural transformations and managed care finance and treasury.



Joshua Burke – Vice President Product & Technology

Joshua is an enthusiastic and highly-adaptive executive. He has spent over a decade focused on improving Healthcare delivery in the public sector for payer, provider, big pharma and government. His passion for how innovative technology can bring value to individuals, enterprises and governments is the driving force behind his success. Using a blend of skills involving rapid learning, relentless exploration and integration architecture, he has been able maximize solution value in the ever-changing climate of technical innovation. Joshua is passionate about customer success and focus on digital transformation to effectively leverage disruptive technologies such as Cloud, Artificial Intelligence and IoT (Internet of Things) to drive efficiency, resiliency, and competitive edge. He is an expert at analyzing problems and quickly developing solutions. His knowledge of emerging cloud technologies has made him a highly regarded subject matter expert in the field. He enjoys taking ideas from conception and building them into products that are impactful and designed around the consumer. Joshua is able to communicate effectively with all organizational levels, build relationships of trust and enlist the participation of team members. His drive to improve healthcare delivery comes from his passion of community involvement to empower world citizens with equal access to all channels of care.



Howard Tripp – Product Manager

Howard is a seasoned customer advocate, technology leader, visionary, and strategist with nearly 25 years in the industry. He's an expert in business communications, process analysis, product and process design, and delivering the right products to customers. Howard is highly regarded for his multi-faceted insights, strategies, and tactics in product management, technology, branding, sales, and new business development. He is an innovative leader with experience rallying teams to deliver robust solutions for both the customer and the business on time, in scope, and within budget. One of the keys to our success with Dash is having this critical leadership position filled by someone with an extensive proven track record of solving complex business and technical problems in the health care delivery and reimbursement market. He has over a decade of consulting experience at BlueCross BlueShield of Tennessee, the International Cancer Information Center, and for a cardiothoracic surgeon. Qualifying Howard as a unicorn in the industry is the fact that he has subject matter expertise and a variety of hands-on experience in each of the domains he will be responsible for leading: data modeling, system integration, data integration, software engineering, security architecture, business analysis, quality assurance, product development, and project management. He is skillful in global product development and culturally diverse markets. He is focused and energized working in an arena of projects, domains and technologies, while keenly attentive to leadership and growing team members. Howard has diverse professional experience and is a dynamic IT professional, accustomed to fast-paced environments, with entrepreneurial dispositions and a product management philosophy that is based on getting the solution in the user's hands as soon as possible; continually validating features and value propositions; working closely with executive stakeholders, client focus groups, product steering committees, and user audiences to create a successful product and grow revenue.



Mike Davis – Senior Vice President Global Sales & Consulting

Mike is an experienced leader with a proven track record in building teams that deliver exceptional value. He has a strong background in software, services delivery, solution sales, enterprise system software, cloud architecture and other solution disciplines. Mike has consistently proven his ability to turn around software sales territories and kickstarted newly formed teams through the development and execution of new methodologies and programs. Mike has demonstrated excellence in consultative listening and helping enterprises find the best path to increase efficiency and achieve better business outcomes. His ability to identify strategic partners and build those relationships is key to building successful innovative solutions. Mike is a 30+ year IT veteran having worked in technical sales management, consulting and services delivery at IBM for 19 years. He has worked in 100's of companies of all sizes and industries, helping them imagine, deploy and execute on their business plans to support their key priorities.



Charlie Hays – Senior Director of Global Sales & Consulting

Charlie has over 40 years bringing insight and automation to organizations of all industries with extensive experience in aligning information technology with business strategy and vision. His experience spans many years as a thought leader and innovator identifying and prioritizing solutions to maximize growth and return on investment. Whether in roles like the Director of Architecture for an international concern or Client Architect at IBM working with customers needing to advance their business, Charlie has delivered success through effective communication with all levels of business and technical leadership enabling effective deliveries and organizational efficiencies. He excels in leading discovery and workshop sessions and has used his experience to develop workshop formats that accelerate delivery and promote cross department communication creating a shared vision. Charlie's track record of effectively introducing innovation based upon business strategy include solutions that leverage Cloud Strategies, Mobile, Collaboration Solutions, Content Management, Content Capture, Case, Business Process Management, Analytics, Master Data, Data Profiling, Integration, Data Management and DevOps. He has hands on experience managing enterprise level projects, evaluating vendors and solutions at a global enterprise level, and developing architectures, strategies, and standards to support efficient business focused solutions. No matter what the focus of your organization is, e.g., financial services, government, manufacturing, healthcare, retail, distribution, research, etc., Charlie is ready to apply his knowledge, experience, and efforts to focus on your success.



Bindu Madhav – Senior Director Data Engineering

Bindu is recognized as a “positive change agent” and a problem solver. He is a highly accomplished technical professional with over 20 years of experience architecting, building and managing large scale Data Warehousing, Data Engineering, Data Insights, Big Data, Hadoop, BI Architecture, Cloud Architecture based projects and influencing effective Information management solutions across the organization. As a leader, he collaborates with peers, influences executives, and inspires diverse teams to form lasting synergies. His responsibility is to drive growth and innovation developing a clear data transformation strategy that includes governance and security at Good Feather. Bindu’s ability to build a single data transformation platform that can serve the day-to-day business operations with deep analytics capabilities has made him a nationally recognized leader in his field. His experience in delivering quality and highly comprehensive Master Data Management designs to consolidate data across a wide range of business entities is unmatched in the industry. Bindu is recognized as a worldwide IBM Analytics Champion and he is a former longtime member of the customer advisory board for IBM’s Information Management solutions. He is a regularly featured speaker at worldwide Data Management conferences. Bindu is a self-directed leader, an expert practitioner of information management, and excited to influence and execute information strategy across the enterprise.



Randy Wilson – Senior Director Data Strategy & Management

Randy has over 30 years in the Health Insurance industry growing his ability to drive enterprise data strategies, creatively solve complex problems, and optimizing the use of data and technology to enable business growth, process simplification, and innovation. He is a problem solver who consistently develops and delivers effective strategies for improving operations and increasing efficiency compliant with company policies & regulatory requirements. Randy is a recognized national strategic principal in the area of data architecture, focused on innovation, and changing the way organizations implement Business Data Models and Intelligence solutions that provide meaningful insights to drive the business forward. Randy's proven strategic leadership abilities, hands-on project and team leadership experience have made him a key resource in all corporate transformational endeavors to enable business data capabilities. He continually is keeping abreast of U.S. healthcare data initiatives, relevant industry requirements and standards within solutions' design to gain competitive advantage. Randy constantly delivers large scale system deployment and conversions, data warehouse development, business intelligence reporting and analysis to support a broad range of business activities. He has a proven track record for designing Data Systems that achieve high availability and throughput with very low latencies. He is recognized as a worldwide IBM Data Champion and a former member of the customer advisory board for IBM's Information Management solutions. He is a highly sought after featured speaker at worldwide Data Management conferences. Randy enjoys being a change agent by solving complex business challenges through innovation, influence and thought leadership.



Tim Pascarella – Senior Director Back Office Technology

As a technology professional with over a decade of service, Tim is focused on delivering exceptional experiences and driving business results through collaboration, innovation, team building, and helping customers navigate enterprise technology solutions. He has experience with global and complex enterprise deployments, cloud architecture, and technical strategy. Tim continuously fosters success by partnering with peers, business partners and clients to build, customize, and deploy next-generation solutions. His proven ability to drive software sales by aligning technology to business goals and establishing trusted advisor relationships at all levels of an organization - from CIOs and architects to business leaders has led to his success in the industry. Tim has strong verbal and communication skill to work with client's end users to understand and develop Business requirements, solution presentation, application acceptance criteria, contract document, as well technical documentation to guide and direct technical team to configure and prepare deliverable applications. He is very passionate about understanding the barriers in his customer's software development practice and identifying the path to removing those barriers. Tim's responsibilities include organization, identification and creation of intellectual property, architectural design and delivery. As well as, consulting with customers on the specific product enablement, process streamlining and overall implementation design strategy.