SUMMARY

PMP certified project and Implementation manager with 30 years of information technology experience in the healthcare industry. Incident Response, subject matter expert on HIPAA and Meaningful use. Strong background in privacy, product development, management, and Healthcare IT. Works cross-organizationally with end users through to executive staff.

Management background includes leading cross-cultural teams (England, Ireland, India, Costa Rica, Canada, and China), developing and managing budgets, devising timelines, monitoring project standards for all deliverables, creating strategies, overseeing technical design and development of all learning solutions, new business development, documentation, development of training curriculum, conducting training, managing budgets, and maintaining quality assurance. Excelled in high profile project manager and liaison role for global corporation involving Healthcare IT systems implementations.

**SKILLS**

PROFESSIONAL EXPERIENCE

**DSN Consulting, Remote 2022-**

Worked as Liaison between the PMO team three vendors on a multi-million-dollar project to refresh end of life and out of support hardware and software for the State of Illinois. Delivered the updated 3500 task project plan each week to client.

**Kyndryl, an IBM Spinoff November 2021 2021 - 2022**

**Columbia, MO**

**Project manager/Delivery Project Executive –** Led global cross functional teams (England, India, Costa Rica, Canada, and China) from the beginning of the project until the close of the project.Won multiple awards for customer satisfaction.Manage multiple Mainframe Projects including, but not limited to:

* Analysis and implementation of single point of failure for Mainframe system,
* Upgrade and decommission multiple Mainframe computers,
* Migrate support activities for one data center,
* Decommissioning of Mainframe devices and associated hardware and software,
* Led team to move major software from one DASD to another.

Other projects

* Fiscal responsibility for 2-million-dollar project,
* Major upgrades to network systems,
* Responsibility for the delivery of products and services to clients

**IBM, Columbia, MO 2017-2021**

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[**STATE OF SOUTH CAROLINA**](http://www.admin.sc.gov/technology/enterprise-privacy) **,** Columbia, SC **2015-2016**

**Security Analyst -** Contract liaison between the newly created Enterprise Privacy Office and the Division of Information security to analyze and document current and future state of incident response procedures. Created Incident Response future state Policy and Procedures. Created Incident Response training for the Help Desk. Created and presented Incident Response training for workforce members of the State of South Carolina.

[**CERNER CORPORATION**](http://www.cerner.com/)**,** North Kansas City, Mo **2013-2015**

**Healthcare Privacy/Security Strategist -** Designed privacy and security strategies for HealtheIntent, a proprietary population health system. Provided leadership regarding best practices and served as subject matter expert for federal, state, and local security and privacy regulations. Used Agile project management to develop software.

Modeled data in HealtheIntent in Cerner Millennium source, using Cerner proprietary software, Excel, and FHIR (HL7). Extensive research into privacy requirements for specific populations (minor patients’ records and records from federally funded substance abuse treatment centers).

Active member of Cerner Privacy and Security Governance Board

[**MO HIT ASSISTANCE CENTER**](http://assistancecenter.missouri.edu/), Columbia, MO **2011-2013**

**Project coordinator/implementation specialist** – LedMedical practices to achieve meaningful use of their electronic health records using project, change and risk management skills gained through years of experience in project management. Present to clients on a regular basic. Perform Risk analysis training with clients. Work with eligible professionals to qualify for either Medicare or Medicaid EHR incentives.

Provide leadership regarding best practicesand serve as subject matter expert on attestation for meaningful use. Participate in regular stakeholders and partner meetings regarding the project.

Perform readiness assessments at all sites without electronic health records.

Assist those sites with their EHR decision making on choice of vendor.

Consult on implementation schedules.

Maintain regular contact with customers through site visits, emails, and phone calls.

Promote transparent collaboration between partners.

[**PRIMARIS**](http://primaris.org/)**,** Columbia, MO **2005-2006**

**Technical Program Manager –** Presented 1700 eligible providers with tools to assist with the decision-making process of getting an electronic health record. Performed research regarding EHR vendors. Assisted with hardware configuration for EHR. Monitored and tracked all providers that expressed interest in our services. Developed and shared generic implementation schedule for EHR implementation.

[**UNIVERSITY OF MISSOURI HEALTHCARE,**](http://www.muhealth.org/)Columbia, MO **1996-2005**

**2003-2005 HIPAA Auditor** - Determined who had accessed a patient record. Using Cerner’s and IDX’s proprietary software, create reports to mine the encounter records for patients to show who had accessed the records. Effectively communicate results of both the physical and software analysis of access into patient records through reports, meetings, email, and telephone contact. Write policies regarding the identification and measurement of potential risks, mitigating controls (measures taken to reduce risk), and the acceptance or transfer (Insurance policies, warranties for example) of the remaining (residual) risk after mitigation steps.

**1996-2003 Computer project manager** - Managed group of staff that designed, budgeted, coded, trained, implemented, and supported software solutions. Extensive knowledge of software development life cycle. We both created new software and changed software to client specifications. These software solutions were both vendor based and systems that developed in house. While a team leader for the open clinical foundation, Cerner millennium project, we utilized change control, issue and risk analysis and escalation skills to make certain our clients were satisfied. Worked as a liaison to understand and document detailed business and functional application requirements for client review and sign-off. During this time received two client support satisfaction awards.

Managed staff, including yearly evaluations, project and departmental budgets, and discipline activities.

Created project management team that together created the first rotating on call system for the

University of Missouri Integrated Technologies department.

Managed staff that supported sixty different applications, including Cerner Millennium, Cerner Supply solution, Cerner Scanning solution

Performed system analysis learning customer needs on in house system.

I was the team lead for Cerner Open Clinical Foundation build for second Cerner Millennium project in the United States

Instituted weekly meetings of all project managers to discuss opportunities and drawbacks.

Instituted yearly overnight visits walk about with House Manager of Level 1 trauma center to

educate staff with the importance of clinical applications.

Create work breakdown structures (WBS) for wide variety of projects.

Documentand communicatedscope of each project.

**MISSOURI SCHOOL BOARDS ASSOCIATION,** Columbia, MO **1995-1996**

**Software Support -** Telephone, onsite support, and training for proprietary software product

[**ABC LABORATORIES,**](http://www.abclabs.com/) **Columbia, MO** **1991-1993**

**Systems Trainer -** Designed, scheduled, and presented six ongoing classes (four or 8 hours long) on various technical subjects.

**McAUTO – SUBSIDIARY OF MCDONNEL DOUGLAS**, London England **1985-1990**

**Implementation Project and Program Manager -** For a proprietary Radiology Information System, I performed all aspects of implementation of a program of 22 RIS systems in the North West Thames Regional Health Authority, London England. Planned the project using change and project management expertise. Hired and trained the staff and stayed through the first five implementations. The remaining implementations were time and on budget at the end of the five-year project. These are the responsibilities of the position:

* Hire and train English Team.
* Attend all stakeholder meetings.
* Key liaison between the global support team and the National Health Service in London England.
* Extensive business system and workflow analysis of English Radiology Departments
* Create work breakdown structure for implementation of twenty-two separate Radiology Information systems
* Monitor staff to assure implementation adheres to high professional standards.
* Create and monitor work breakdown structure
* Develop and present multiple classes both for staff and for clients on use of proprietary software.
* Build of client software according to workflow of individual departments.
* Effectively communicate English client needs to software support personnel in St. Louis Missouri

Volunteer

Show me state games volunteer 2017-2019

Member wellness committee 2017-2020

Chair wellness committee for the Columbia CIC 2018

Project manager Winterfest celebration at the Columbia CIC 2019

Co-Chair Project management global continuous Improvement 2019-2021

Member Financial Guild 2020-2022

Chair mental health call 2020-

Stretch assignment for PM out on medical leave 2021

Wellness committee member 2022

Various stretch assignments 2017-2022

EDUCATION AND PROFESSIONAL CERTIFICATIONS

*PMP certification Oct 2020*

*Project Management Academy PMP boot camp June 2016*

*Master’s Business Management, emphasis in project management 2011*

*Kaplan University, Fort Lauderdale, FL*

*AHIMA HITPRO – Implementation Manager Certification 2013*

*Various classes - University of Missouri, Columbia. MO 1996-2003*

*Assertive Management, Leadership, Teamwork, MS Project, Cerner OCF*

*Master’s work technology education 1994*

*University of Missouri – Columbia, MO*

*American Management Association, New York, NY, Train the trainer 1991*

*B.S. Ag Animal Science 1980*

*University of Missouri – Columbia, MO*

PROFESSIONAL PRESENTATIONS

Presented a Case Study: “Implementing an Audit Program of HIPAA Compliance,” at the Sixth National HIPAA Summit in March of 2003.