# James Stewart
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## Objective:
Accomplished IT leader with comprehensive spectrum of experience seeking new opportunity to lead strategy and growth of IT services to support and assure the success of overall business objectives.

## Education:
- **Eleven Fifty Academy, Software Development Immersive Learning Program, set to graduate - September 2021**
  - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training.
- **Indiana University, Master of Healthcare Administration (MHA), Indianapolis, Indiana.**
- **Wabash College, Bachelor's Degree in Psychology, Crawfordsville, Indiana.**

## Competencies & Functional Skills:
Team leadership, problem solving, troubleshooting, creativity, visual communication, customer service, critical observation and thinking, organization, Agile methodology, vendor relationships, addressing and resolving business challenges with effective IT solutions.

## Technical Skills:
**Infrastructure:**    Servers, Storage solutions, Networks, Telecommunication, Video communication
**Languages:**         C#, ASP.NET, API development, HTTP methods, MVC, Pair programming
**CI/CD:**             Agile, Scrum, Git
**Databases:**         SQL server, Relational databases
**Web Technologies:**  HTML, CSS, APIs

## Professional Experience:

**Manager in Training, CVS Health, Indianapolis, IN, 2019-2021**
Immersed in all aspects of store operations and leadership responsibilities in preparation for becoming Store Manager. Gained licensure as Pharmacy Technician.

**Director of Information Technology, CICOA Aging & In-Home Solutions, Indianapolis, IN, 2015–2019**
Report to CEO/COO.  Provide leadership in the strategy, development and integration of information services technology in the organization.  Shape business objectives into technology solutions and ensure technology capabilities are aligned with business strategies.   Assess the organization's IT needs and the strategic and financial determinants of technology decisions. Provide day-to-day coordination, communication, issue/resolution, financial management related to specific projects.  Maintain critical systems to ensure security and limit downtime.
- Facilitated cultural shifting in conjunction with introduction of new technology.
- Planned and coordinated move to a hosted VOIP to enhance call center activity and capability.
- Moved the organization's data center to a co-location facility improving reliability and security.
- Expanded production use of virtual servers and replicated servers off-site for disaster recovery.
- Led cross-departmental team to provide secure remote access for field staff increasing efficiency and productivity.
- Served as HIPAA Security Officer.
- Managed technical services expansion into new Martinsville IN service location.
- Improved asset/finance management of IT services and equipment to reduce redundancy and cost.
- Led IT team to improve IT support and increase internal customers' satisfaction by as much as 50%.
- Served as mentor in management development program.
- Leadership role in working with EMR vendor in preparation for adoption and rollout of EMR.

**Director of Information Technology, Aspire Indiana, Noblesville, IN, 1995–2015**

Provide leadership in the strategy, design and implementation of information services technology to the organization. Work to understand the functions and operations of all relevant service areas and lead teams in the development of IT applications that support the delivery of services.

- Initiated the computer network 1995. Responsible for the hardware and network infrastructure to facilitate access to the EMR and business functions. This network currently supports 500+ in house network access points supporting all clinical and business activity.
- EMR leadership team. Participated in the planning, development, implementation and administration of a data based Electronic Medical Record (EMR) specific to behavioral health. It has been in use for over 15 years to record clinical activity for tens of thousands of consumers and over 1 million individual medical record entries and is in use at three other behavioral health organizations.
- Wrote all IT plans, policy and procedure for the Aspire IT network.
- Supervised the merger of two IT networks. As part of a merger led cross-departmental meetings to initiate planning, implementation and training adding 250 persons and 7 locations doubling the size of the network.
- Pursued and obtained Federal funding for low cost installation of fiber access in remote rural service locations. Two miles of fiber were acquired for $1500.
- Updated telephone service and infrastructure reducing telephone costs $50K per year.
- Provided secure mobile access solution 100+ employees allowing community based services throughout central Indiana and for staff imbedded in all Hamilton Co. schools.
- Implemented E-prescribing, Consumer Portal, Health Information Exchange and Video Telehealth.
- Implemented an imaging solution allowing 100,000+ pages of paper medical records to be shredded.
- Managed Verizon account for 200+ mobile devices and introduced Mobile Device Management assuring their security.
- Rolled out a Crystal Reports based reporting solution integrated within the EMR used daily by all staff to monitor tasks, productivity and quality improvement goals.
- Initiated 24/7 Helpdesk service.
- Implemented compliance with HIPAA privacy and security rules. Served as HIPAA Security Officer.
- Facilitated the completion of workflow and data entry activity required to meet Meaningful Use (MU) standards. The organization received approximately $80,000 in MU (stage 1) funds.
- Supervised an IT staff of 4. Consistently kept IT budget under 2% of revenue.

**Licensure & Community Involvement:**

Indiana teaching license.        Board member of Irvington Historic Landmarks Foundation.