

Zachary Kilburn

VP, Business Technology Solutions

Odessa, FL

-Email me on Indeed: <http://www.indeed.com/r/Zachary-Kilburn/c4b8eddc79fe6169>

Professional Summary

A strategic, solution-oriented and dynamic IT leader with extensive experience providing business and technology solutions in multi-platform environments serving the post-acute market. Successful in breaking down barriers between IT and LOB's by understanding and identifying fundamental needs, partnering to develop creative solutions, and leveraging persistent problem solving to execute and drive business goals. A motivational leader with a passion for people development, who is known for delivering exceptional results through tactical execution, fostering strong working relationships, open and effective communications, innovative problem-solving, and team management.

Work Experience

VP, Business Technology Solutions

CareCentrix

May 2018 to October 2018

Selected by new CIO leadership to transition leadership of flatarchies teams to hierarchy organizational structure.

VP, Business Technology, Architecture and Strategy

CareCentrix

November 2015 to October 2018

Promoted to lead 6 teams totaling 150+ employees and consultants, including Technology Leads, Client Implementation, Business Systems Analyst, QA, Data Master Management and Enterprise Architecture. Partnered with the CIO, successfully digitally transforming IT services responsible for business application design, requirements analysis, development, testing, deployment, enhancement and support.

- Collaborated with Product Development to architect Post-Acute Care product with EMR interoperability (HL7) data service vendors, AI based hospital discharged planning, and care management platform. PAC is now the principal product for new revenue generation which provides guaranteed savings for clients utilizing value base care models.
- Conserved an average of 17% labor costs on a 2m departmental budget to contribute back to IT organizational budget annually allowing for further investment in capital.
- Transformed our Client Implementation (people, process, and tools) to lessen the complexities of integrating new customers decreasing the time for onboarding new clients from 120+ to under 30 days.
- Formulated 3 year digital transformation strategy cohesively aligning people, process and technology that successfully executed 93% of tactical objectives for each 6 month incremental iteration.
- Forged strategic relationships with SaaS, PaaS, and IaaS service providers to develop and execute on Cloud strategy resulting in implementations on AWS, Salesforce.com, CenturyLink, and Redhat's OpenShift.
- Negotiated multi-national contracts with large IT consulting partners that increased IT project capacity by 40% through the combination of a staff augmentation model and managed service agreements.
- Introduced Agile/Scrum methodologies to support new product development, integrated with existing portfolio management, and transformed the organization which initiated over 200 plus new features over 2 years.
- Researched and introduced user stories, BPM, and UX techniques, processes and developed skills into the business analysts organization that addressed gaps in the functional design and decreased change requests by 83%.

- Overhauled waterfall based SDLC in conjunction with a newly formed PMO organization which strategically aligned 40M annually in capital investment with lean continuous improvement and risk mitigation practices.
- Reduced risk with new code management and automated delivery processes (CI/CD) utilizing Open Source products with Jira, BitBucket, SourceTree, and Ansible which increased our velocity to 3 plus daily deployments.
- Spearheaded effort to build new pre-production environments, automated QA scripting, release management practices, and a release management organization which increased enhancement capacity by 43% and quality in major releases by 175%.
- Re-structured master data management team with a focus on accountability, delivery and quality which reduced the dependency on subject matter experts, decreased data quality issues by 83%, and increased capacity by 43%.
- Stimulated the development of 3 new products while serving as IT liaison with Chief Growth Officer and SVP of Product Management.
- Devised integration patterns with AI partner leading to new exclusive intellectual property based on Machine Learning utilizing a combination multiple external data service providers such as HIE's, internal clinical and claims data from in EIW on Teradata.
- Served as IT representative to evaluate, score, and recommend software vendors to support 100% of SaaS purchases aligning our Cloud first strategy with practical business applications such as EMR's, Care Management, and Claims.
- Reversed the deterioration of issue management by mobilizing resources to reclaim ownership and administration from external vendors, therefore decreasing support response times by average of 1 day and resolution of critical issues under 4 hours.

AVP, Enterprise Architecture

CareCentrix

January 2014 to October 2015

Building relationships with IT customers to understand what they value and what obstacles stand in the way of achieving business goals and then translating the feedback into an actionable three year IT strategy from a people, process and technology perspective. Performed tools evaluation, outlining TCO, resource/team requirements and obtained endorsement from senior leadership for gaps such as Security Gateway, SOA Management, and DevOps.

- Partnered with Executive Leadership to design and implement new revenue cycle management, operational and reimbursement business model, and associated new n-tier claims adjudication service oriented platform capable of real time claims processing. Architected end-to-end solutions, led the development across 3 vendors and internal staff, managed the change to BT and business operations, and implemented in multiple phases of delivery across multiple product lines and lines of business. This initiative immediately increased cash flow, decreased bad debt, and eventually created enough surplus cash to enable CareCentrix to make investments in the post-acute market.
- Architected cross-platform monitoring systems, HIPAA data protection policies, and procedures which resulted in obtaining HiTrust security certification for CareCentrix in 2018 and 100% compliance with SAE Type 1 audits.
- Conducted SOA maturity assessment, developed roadmap for multi-tier services that increased utilization of SOA in architecture by 78% over 3 years and increased real time processing capacity by 40% during operational peak hours.
- Designed database data archival, database partition, and conversion of Oracle grid database to Oracle RAC in 2018.
- Implemented disaster recovery of "tier 1" application recovery within 24 hours with failover across multiple sites.

Director, Enterprise Architecture

CareCentrix

July 2012 to December 2013

Promoted into role to build the technology design and architecture teams. Worked with Senior Leadership, Technology Operations, Information Security and key stakeholders to define the architectural strategy, including future roadmaps to ensure architectural design is modern, secure and utilized industry best practice standards.

- > Increased quality of development, infrastructure, and development operations and increased productivity through the development of the enterprise architecture team who set standards at a project and enterprise level.
- > Architected and led effort to innovate our Provider Portal application into an external self-service tool for providers to obtain real time prior authorization decisions based upon automated eligibility, benefit, and utilization management business rules. This resulted in an increasing portal adoption to over 90%, achieving an 87% automation rate and increasing contributions to EBITDA through reductions in operating expense for call centers.
- > Designed and implemented claims prompt pay regulatory requirements, claims late payment interest calculations, CMS NCCI edits, transition x12 EDI transactions to 5010, claims and authorization approval/denials correspondence, automated prior authorization SLA rules and associated analytics which led to 100% compliance with payer initiated audits and achieving URAC and NCQA accreditations with 100% compliance.
- > Initiated a provider network authorization distribution system with automated staffing rules, a self-service portal, and messaging. This resulted in an increase in gross profit per authorization through maximization of fee services rate differentials and decreased operating expense through 70% automated optimization of provider network.

Manager, Master Data Management

CareCentrix

January 2010 to July 2012

Promoted to manage the Master Data Management team, build a Data Integration solution development team, and build a Business Rules Engine solution team comprised of global staff consultants. Aligned the teams to deliver business process automation increasing speed to market with new capabilities and reusability across technology platforms.

Supervisor, Corporate Data Group

CareCentrix

April 2007 to January 2010

Gentiva Health Services until September 2008)

Led a centralized team comprised of technologists and data processors to deliver solutions for Gentiva and CareCentrix. Gentiva Health Services sold CareCentrix in September of 2008 and I transitioned to CareCentrix at that time leading this function reporting directly to the CIO.

Data Analyst

CareCentrix

August 2006 to April 2007

Responsible for performing a variety of data management and business support activities related to various master data business functions. Ensured high data accuracy and consistency of financial data, master data, reference data, application configuration data, provider contract information and payer contract information in relevant systems.

Managing Partner

Southeastern Silt & Erosion Control-Tampa, FL

August 2005 to April 2006

Partnered in joint venture opportunity to build new manufacturing and construction company including all IT functions.

Project Manager

Awnings by Coversol-Tampa, FL

May 2002 to August 2005

Developed new business through presenting product portfolios, contacting new clients, developing estimates, negotiating pricing, managing the customer relationship, and managing the project through manufacturing and installation processes.

System and Network Administrator

Awnings by Coversol-Tampa, FL

June 1999 to May 2002

Instituted new technology infrastructure, E-commerce site, back office systems, and project management processes to support new ownership mission to digitally revamp awning manufacturing and construction organization.

Education

BSBA in Computer Information Science & Business Administration

West Virginia Wesleyan College

May 1999

Skills

- Business Analysis (10+ years)
- Enterprise Architecture (7 years)
- Database Management (10+ years)
- Strategy Development (5 years)
- Healthcare (10+ years)
- Construction (10+ years)
- Project Management (10+ years)
- Product Development (5 years)
- Agile (3 years)
- Waterfall (10+ years)
- IT Management (10+ years)
- Executive Support (9 years)
- Oracle (10+ years)
- Linux (10+ years)
- SQL (10+ years)
- Process Engineering (9 years)
- Integration (10+ years)
- Java (10+ years)
- Javascript (3 years)
- OSGi (4 years)
- Edi (10+ years)
- RPA (4 years)
- J2EE (10+ years)
- PL/SQL (10+ years)

Links

<http://www.linkedin.com/in/zachary-kilburn>

Awards

Living Our Values Award

April 2017

An award from the CEO for demonstrating Leadership Behaviors consistent with CareCentrix's Mission, Vision, and Values.

Business - IT Bridge Award

March 2013

An award from the CIO for demonstrating the ability to break down barriers with the business and effectively translating IT while designing technical solutions that deliver business results.

Groups

CIO Leadership Workshop

June 2017 to Present

Additional Information

Solution Design and Architecture Deep Root Cause Analysis Technology/Infrastructure Strategy

IT Strategy, Evaluation and Analysis Business Process Development Product Development

Healthcare IT Leadership and Development Healthcare Interoperability

Service Oriented Architecture Enterprise Architecture Project Management

Technical Skills

- Programming Languages: Java, .Net , C++ , PL/SQL, SQL
- Frameworks: Spring, JPA, APEX, Force.com, RPA, OSGi
- Middleware: BRMS, BPMS, Fuse, Biztalk, Edifecs, MQ
- Databases: Oracle 11g, Oracle 12c RAC, SQL Server, DB2
- Operating: Linux, Microsoft, AS400