

IT Technical & Customer Experience Consultant IT Technical & Customer Experience Consultant IT Technical & Customer Experience Consultant - Support IT Cleveland, GA PMI PMP Certified Project / Program Manager with over 20 years of experience. A US Navy veteran, I enjoy challenges and embrace opportunities to apply analytical thinking and creative problem solving skills, leveraging technology, to solve business needs. ? Adept in deploying IT Programs/ Projects, applying customer service concepts to improve user experience for clients, employees and administration. ? Strong background delivering multi-track, enterprise-wide Network Infrastructure and Application Development Programs and Projects within variously matrixed environments, such as infrastructure builds/deployments, data center migrations, application deployment and software enhancements. ? Steadfast to core values: Honesty, Integrity, Loyalty, Compassion and Service. Key industry sectors: ? Healthcare; Hospitals & Ambulatory (Patient Care/EHR & Payer/Provider) ? E-Commerce; Web & Call-Center ? Information Technology; Information Systems & Telecommunications Work Experience IT Technical & Customer Experience Consultant Support IT August 2018 to Present Consult Customer Experience processes and some sales for local businesses. Senior IT Program / Project Manager McKesson Technology Solutions January 2016 to July 2018 Change Healthcare / McKesson Technology Solutions Program Manage \$20M Data Center Migration & Network Separation/build effort consisting of over 1800 Production servers, multi-layer applications and customer facing products. Organize and manage overall program; define and govern project/work-streams and matrixed project managers, technical teams and 3rd party vendors. Executive C-level reporting/presentations. Contract Manager product (SaaS) upgrades & implementations, to include migrating to new data center, single-sign-on capability, and enhanced security. Program Manage 34 IT Projects - TSA Exit (merging of McKesson & Change Healthcare infrastructure & applications). Project Manager IT / Consultant Sample Engagements 1992 to 2015 BCBSSC, 6 mo. SDLC Development projects. McKesson Health Systems/Client Hospitals, 3 yrs. "ARRA; Meaningful Use" project manager for 500+ bed campus, multi-site hospitals. Horizon Clinicals Patient Care software suite enhancements, upgrades & infrastructure implementations. Account Management and Customer Engagement: Build relationships with

clients and customers (C-level Executives, Technical Staff & End-Users; comprehensive team approach. Allconnect, 3 yrs. Deploy & Present Products/Services via Call Center & Web; Product Liaison Weekly product launches; deployment and presentation of E-Commerce Products / Services via Call Center and Web: Cable Television, Telco, Electricity, Natural Gas, and Home Security. Built 800+ new software products for 50+ new service provider markets; increase product area coverage; maintain existing product for 100+ service providers. Create, implement new business processes and enhance data scrubbing techniques; improve conversion and completion rates, re-engineer Direct and Partner Order Entry process. Philips Medical Systems (Hewlett-Packard / Agilent - Philips Medical Systems), 3 yrs. Build new inbound/outbound Call Center; SAP. HIT Data & Voice Network Separation Peachtree Software, 1 yr. Data Center Migration, Infrastructure Platform Upgrade; E-Commerce Store Front Enhancement BellSouth Business, 4.5 yrs. Southern 9-State Region, IT Y2K Compliancy; Various Clients, BICSI Infrastructure Consultant PM Planning Technologies, 2 yrs. Healthcare Industry Client, MIS Director; The Weather Channel, Network Stabilization Project Manager McKesson / HBOC, 2 yrs. Nationwide Clients/Hospitals, Open System Architecture Implementations & Upgrades. Grady Memorial Hospital / Fulton-DeKalb Hospital Authority, 2 yrs. Hospital IS, \$300M Renovation Project Data Systems Technician United States Navy 1987 to 1992 USS Cape Cod [AD-43] & DOD COMNAVSURFPAC Education Electricity & Electronics North Georgia College Military Service Branch: United States Navy Rank: E-4

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