

Amir Ismail

Director & Chief Technology Architect



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EDUCATION

B.S. MANAGEMENT INFORMATION
SYSTEMS

University of South Florida

August 2002

ORACLE UNIVERSITY – ORACLE 9I

DBA

University of California

January 2003

PROJECT MANAGEMENT

PROFESSIONAL COURSE

Initiate Government Solutions

PROJECT MANAGEMENT

CERTIFICATION

- In Progress

PROFILE

Information Technology leader whose forte is building positive, results-oriented teams and work environments. Focusing on team mentoring, motivation, growth, recognition, and success. Proven track record and experience in managing complex enterprise wide IT projects, managing teams, which include multiple commercial and statewide implementations within the United States. These IT projects have incorporated both cloud-based solutions (Azure/AWS) as well locally hosted solutions within Government datacenters. An executive who is adept in technology and possesses strong stakeholder communications skills. Leveraging over 20 years of technology requirements and infrastructure deployment expertise to ensure smooth and successful enterprise-wide systems deployments.

EXPERIENCE

Director & Chief Technology Architect (CTA)

DSS, INC. | 2006 – Present

DSS, Inc., a major Government technology contractor, has nationally deployed U.S. Federal Government contracts for their products, which include Enterprise-wide EHR solutions providing full hospital solutions for the Department of Veterans Affairs. In addition, DSS has also targeted the Acute Care, Public Health, and Mental Health markets and is currently pursuing deployments of their enterprise-wide Electronic Health Records System known as JunoEHR. The JunoEHR System focuses on both the private sector and State Governments with proprietary versions of applications already in use within the United States Veterans Health Administration Hospital system. Most recently serving as the Director & Chief Technology Architect (CTA) of DSS's Commercial ITS (Infrastructure and Technical Services) Department.

SKILLS

Time management
Resource management
Attention to detail
Problem solving
Commerciality
IT Concepts & Design
Project Management
Data Analytics & Modelling

EXPERTISE

Strategic Planning
Technical Infrastructure
Technical System Design
Health IT Solutions
Database Management
IT Implementations
Managing Technical Teams
BI tools and applications

INTERESTS

Travel
Basketball
Documentaries
Marine Biology
Astrophysics

EXPERIENCE continued

- Recruiting, building, and fostering a highly motivated team of Systems Engineers, Systems Analysts, Technical Analysts, and Client Relations Managers for the Commercial ITS Department
- Guiding and mentoring the Commercial ITS team for systems implementation projects around the country
- Due to evolving customer needs, I was able to foresee an opportunity to create a Client Relations Management team that would bridge the gap between our interdepartmental team efforts and the client's expectations.
 - This resulted in an immediate positive impact on traction of customer needs, yielding improved customer relationships
- Establishing a training curriculum for team members of the Commercial ITS Department. This resulted in faster onboarding times for new and promoted employees.
 - Implementing learning management system knowledge base via support, analyst, and engineering teams in creation of vast documentation ranging from detailed product-specific installation and configuration manuals to technical specifications manuals
- Establishing a healthy and positive working environment for direct reports and down the line
 - Open-door policy with Director/CTA
 - Inspiring innovation by employee growth programs
 - Establishing a tiered departmental structure for employee upward mobility
 - Immediate recognition of employee accomplishments and positive reinforcement
- Application of Project Management methodologies while working on various successful State-wide Enterprise-wide Implementations
 - Attended PMI boot camps
 - Attended local PMI Chapter meetings to stay abreast of evolving Project Management methodologies and best practices

EXPERIENCE continued

- Thought leader – guiding continuous product improvement by collaborating with Software Development, Product Line Management, Operations, and QA teams in establishing policies, procedures, and standardization throughout the Commercial section of DSS, Inc.
- Leading the research, development, and implementation of infrastructure and technology strategy for our Commercial Section
 - Azure Implementations of EHR Technology
 - AWS Implementations of EHR Technology
 - State Hosted Solutions of EHR Technology
- Foresight – Pioneering areas in which to lead operations in order to keep the company rolling on the cutting-edge of technology.
 - Directing the implementation of Docker containerization and establishing DEVOPS processes
 - Directing the implementation of Kubernetes to manage the growing inventory of containers on our system
- Empowering Network Administrators and Engineers to design and implement proper infrastructure to run our systems on an enterprise-wide basis in both hosted and Cloud based deployments
- Evaluation, planning, budgeting, coordination, and implementation of internal and external technical projects
- Providing the Sales and Demonstration teams the latest and greatest Infrastructure and Technology -putting DSS' best foot forward during sales pitches
- Mentoring middle management –
 - Growing middle management
 - Empowering upcoming decision makers
- Designing and deploying disaster contingency plans for our Enterprise EHR Systems
- Oversight of high availability design and practices for our hosted and cloud-based environment
- Oversight of installations for newly contracted customers
 - Managing work related to customer UAT of proprietary systems
- Ongoing R&D of Systems
 - Management of in-house experimental systems
 - Maintenance of our development and QA test lab hardware and software
- Consult on building of interfaces to third party systems.
- Performing team goal and achievement reviews

EXPERIENCE continued

Product Coordinator

IOWA Foundation for Medical Care | 2005 – 2006

IFMC was given the responsibility to oversee VistA-Office Electronic Health Records system (VOE) release to the open source community and private practice physician offices. This release was possible due to FOIA and was coordinated with the Centers for Medicare and Medicaid Services (CMS) and the Department of Veterans Affairs (VA).

- Product Coordinator of the VOE product for CMS; main contact for issues in VOE.
- Managing SQA for VOE; a new Electronic Health Records system to be distributed by CMS.
- Meet with vendors who plan on distribution of the software and organizing JAD sessions.
- Manage software testing for VOE for multiple tester scenarios.
- Coordinate with test site private practice offices with issues with VOE systems.
- Customizing VOE to fit the unique needs of private practice offices.
- Installing new features and functionality to existing VOE software; including patch installation.
- Leader of the VOE team providing VOE expertise to staff members, which were gained through experience at the VA.
- Software testing for DOQ-IT reminders and HL-7 patch testing
- Managed and coordinated CMS project deliverable on time (January 31, 2005) and under budget.
- Coordinated with World-VistA and DAOU systems in further customizations and development of VOE.

Information Systems Coordinator (Clinical Analyst)

Department of Veterans Affairs - Clinical Informatics | 2003- 2005

Software and Support for the VA-wide Computerized Patient Records Systems, including inter-package support for VISTA Radiology Package and Electronic Health Record Imaging systems and Remote Data Application for 3,000+ users in corporate Tampa.

- Maintenance and technical support for Radiology software in electronic health.
- Building Databases for various departments' hospital wide including Emergency Room, QA Databases to monitor physician compliance to order entry, and Ambulatory Care.
- Consulting with Chief of Staff about hardware and software needs for more employee efficiency.
- Training of employees in software applications, including various governmental proprietary software exclusive to Department of Veterans Affairs and the Department of Defense.
- Directing Nursing Informatics staff in order to make more effective technical training documentation.
- Cleansing of Data for Provider Order entry reports in Electronic Health Record Systems.

EXPERIENCE continued

- Extensive QA testing on Electronic Health Record System applications for new versions and implementation.
- Extensive QA report generation for JCAHO accreditation and compliance.
- Responsible for software configuration to maintain system running at optimum levels.
- Report generation from Unix based platform for various hospital-wide performance standards.
- Serve as liaison between software developers and end-users (hospital staff and physicians) for issues such as debugging and new ideas for future versions of proprietary software.
- Coordinate meetings with various departments and divisions to discuss data handling plans and procedures.
- Using software to perform data mapping (Mapforce and SmartDraw).
- Technical Writing of Manuals for use in training employees in Electronic Health Record Systems and clinical applications
- Critique of old Technical documentation for accuracy and relevance; overseeing revisions to Outdated manuals.

EARLY EXPERIENCE

IT Consultant

Jewelry Express | 2002 – 2003

Consult ownership regarding store-wide IT issues.

- Evaluated existing work order paper-based system and designed a new electronic alternative.
- Presentation of alternative which included a database for inventory tracking and supply orders.
- Replacing old cash registers to registers compatible with inventory database.
- Barcode tagging all inventory for easy scanning at registers.
- Creation of database for inventory and historical sales reports for use in product sales research.

IT Project Specialist

University of South Florida Physicians Group | 1995 – 2002

Consulting with the Hospital Administration Team to coordinate projects and accomplish their goals.

- Consulting with Hospital and Clinical Administration group about hardware and software issues and needs
- Supervised a group of employees in the deployment of Zetafax software, this involved individual configuration settings for 600 PCs throughout all the practice sites
- Maintenance of operating systems; testing and debugging applications

EXPERIENCE continued

- Training of employees in database functions and applications
- Worked with the Registration and Billing departments in order to install barcode patient record systems for use.
- Provided an electronic solution to send Billing Correspondence data to Billing Department.
- Overseeing installation of major hardware and software throughout the group.
- Technical Writing of all major new proprietary software released in USFPG
- Experience using IDX computerized chart tracking system
- Critique of old technical documentation; overseeing revisions to old manuals
- Assisted in LAN/WAN problems
- Assisted in the implementation of AllScripts Healthcare Solutions practice-wide
- Translated detailed database designs (data mapping) to workable prototypes for further development
- Converted Data from spreadsheets to workable functioning databases.
- Winner of USF Physicians Group Performance Bonus Award.
- Provided PC support for multiple platforms including Windows and MAC OS.
- Expert in the IDX chart tracking system in use at the USF Physicians Group.

CAREER PROGRESSION SUMMARY

Company/Organization	Title/Role	Years Held
Document Storage Systems, Inc.	Director & Chief Technology Architect (CTA) □	2015 - Present
Document Storage Systems, Inc.	Director, ITS □	2011 - 2015
Document Storage Systems, Inc.	Manager Installation & Technical Support □	2009 - 2011
Document Storage Systems, Inc.	Sr. Technical Analyst □	2008 - 2009
Document Storage Systems, Inc.	Sr. Project Specialist □	2007 - 2008
Document Storage Systems, Inc.	Applications Analyst	2006 - 2007
Iowa Foundation for Medical Care	Product Coordinator	2005 - 2006
James A. Haley Veterans Hospital	Assistant Information Systems Coordinator □	2004 - 2005
James A. Haley Veterans Hospital	IT Staff Assistant	2003 - 2004
Jewelry Express	IT Consultant (temp project)	2002 - 2003
University of South Florida Physicians Group	IT Project Specialist □	1999 - 2002
University of South Florida Physicians Group	IT Help Desk	1996 - 1999

□ Indicates Promotion

REFERENCES

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Initiate Government Solutions
CEO
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Caroline Saavedra
DSS, Inc.
Sr. IT Project Manager
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Joe Fisher
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Sr. Linux Systems Engineer
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Waqar Ahmed
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Sr. Systems Engineer
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TECHNICAL SKILLS

Platforms	Windows-3.x/95/98/2000/NT/XP/Vista/7/8.1/10; MUMPS; UNIX; Mac OS; Red Hat Enterprise Linux
Tools	Department of Veterans Affairs proprietary Computerized Patient Records Systems, Intersystems Cache 4.x/5.x, 2011, 2013, 2015.2, vxVistA, Pacific HUI VistA, VOE, GT.M, MS Visual C++ 6.0, Visual Analyst, Oracle 9i, Mapforce, SmartDraw, MS Office Suite, MS Project 2013, Visio, MS Outlook, Adobe PhotoShop 5.5, MS FrontPage, Lotus Applications
Networking	ISDN, DSL, POTS, FTP, SSH, TCP/IP, PPP, DNS, VPN, POP3, SNMP, PING, Telnet Clients, Domain name lookup/name registering, IP addressing, NetBIOS, and Netbeui protocols, Cable/Dialup Networking, Modem, Switch, and Pipeline configuration & installation, F5, SAN, VMWare, Solar Winds, Zabbix

PROFESSIONAL DEVELOPMENT & TRAINING

System Development Life Cycle	Agile Methodology
Business Data Communication	Managing Information Resources
System Analysis and Design	Database Design and Administration
Integrated Electronic Health Record Systems	Information System Interface Design
Global Information Systems	e-Medicine Business Models
Intersystems Cache 5.09 - 2019	Networking
ITILv3	Project Management Boot camp