

# Jeff Brozena

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SUMMARY	An analyst and teacher with 5+ years in strategic alignment/systems integration, change management, and analytical business operations. With more than 50,000 appointments seen per year and rare downtime, I stewarded the group from paper-based record-keeping to full digitization, and was entrusted to set strategic direction, improve core business processes and lead complex change shortly before a cross-generational ownership transfer was expected. I leveraged software to catalyze systemic organizational change at scale.	
EDUCATION	<b>The Pennsylvania State University</b> PhD - Informatics	Aug 2021 — present
	<b>The Pennsylvania State University</b> BS - Information Sciences & Technology	
EXPERIENCE	<b>Wellbeing and Health Innovation Lab, College of IST - Research Support</b>	Sep 2019 — Aug 2021
	<ul style="list-style-type: none"><li>Developing a conceptual and technical framework in Python to detect mental health states using multi-modal data streams reflecting online activities.</li></ul>	
	<b>The Smilist Management - Manager of Optimization</b>	Feb 2018 — Aug 2018
	<ul style="list-style-type: none"><li>Discovered, documented, and re-engineered core business processes at dental service organization containing 20+ locations in the New York metro area.</li><li>Conducted root cause analyses via individual/group interviews after quickly establishing rapport with stakeholders at all levels of management.</li><li>Reduced city and state compliance risk at all sites.</li><li>Drafted requirements for in-house analytics platform.</li></ul>	
	<b>Smiles 4 Keeps Pediatric Dentistry - Practice Operations</b>	Aug 2012 — Nov 2017
	<ul style="list-style-type: none"><li><b>Completed an end-to-end digital transformation</b> of one of the country's largest privately-held multi-site Medicaid pediatric dental groups while it continued to serve <b>over 40,000 children annually</b>.</li><li>Stabilized and made legible all business processes, clinical records, and accounting systems for accurate third-party valuation resulting in the sale of the business.</li><li>Fostered trust with multiple owners, serving as strategic counsel in technical and non-technical capacities.</li><li>Completed a sequence of practice management software data conversions at three sites, coordinating between internal management and multiple external vendors.</li><li>Identified and voiced the cultural need for standardization of business processes and technical systems, earning the trust of ownership, management, and 100+ employees.</li><li>Integrated best-of-breed dental analytics platform into daily workflows, creating conditions for legacy understandings to evolve into data-driven decision-making.</li><li><b>Invited to present to 5,000 pediatric dentists at the American Academy of Pediatric Dentistry</b> on the subjects of digitization and compliant record-keeping.</li></ul>	
	<b>Bedrock Technology - Technician</b>	Jan 2012 — Aug 2012
AWARDS	<b>Rock Ethics Stand Up Award, Penn State University</b>	Apr 2011
	<b>Emerging Scholars Fellowship, Active Minds, Inc.</b>	Jan 2011
SKILLS	<b>Leadership:</b> Public speaking, Systems thinking, Whole systems management, Written & verbal clarity, Motivational interviewing, Situational leadership	
	<b>Digital transformation:</b> Intermediate knowledge of Data Analysis (Python, pandas, SQL), Data Visualization (Altair, Matplotlib, Seaborn), Analytical operations management, Software training, Software integration, Transformational change management, Strategic planning	
	<b>Healthcare IT:</b> Working knowledge of HIPAA Privacy/Security Rule, HEDIS, Medicaid / Managed Care, Electronic data interchange (835/837), Vender selection/relations, Clinical decision support	