

Jeff Brozena

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SUMMARY	An operator and teacher with 5+ years in strategic alignment/systems integration, software training, and change management at one of the country's largest privately-held Medicaid pediatric dental groups. With over 50,000 appointments seen per year and little chance for 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 integration to catalyze systemic organizational change at scale.	
EDUCATION	Pennsylvania State University BS - Information Sciences & Technology	Dec 2019
EXPERIENCE	Wellbeing and Health Innovation Lab, College of IST — University Park, PA <i>Research Support</i> <ul style="list-style-type: none">Developing a conceptual and technical framework in Python to detect mental health states using multi-modal data streams reflecting online activities.	Sep 2019 — present
	The Smilist Management — Great Neck, NY <i>Manager of Optimization</i> <ul style="list-style-type: none">Discovered, documented, and re-engineered core business processes at dental service organization containing 20+ locations in the New York metro area.Conducted root cause analyses via individual/group interviews after quickly establishing rapport with stakeholders at all levels of management.Reduced city and state compliance risk at all sites.Drafted requirements for in-house analytics platform.	Feb 2018 — Aug 2018
	Smiles 4 Keeps Pediatric Dentistry — Scranton, PA <i>Practice Operations</i> <ul style="list-style-type: none">Transformed one of the country's largest privately-held multi-site dental groups from paper-based, siloed locations to a streamlined, centralized, digitized operation.Fostered trust with ownership across several years, served as strategic counsel in technical and non-technical capacities.Completed a sequence of practice management software data conversions at all sites, coordinating between internal management and external vendors.Identified and voiced the cultural need for standardization across business processes and technical systems, slowly fostering the trust of ownership, management, and hundreds of employees.Led a massive initiative to centralize all clinical business operations by consolidating practice management system databases into a single synchronized, usable environment.Continued to lead a sequence of employee-facing projects which leveraged the centralized environment for continuous improvement, stewarding software development to meet enterprise-level business needs, personally training all layers of management and staff.Integrated best-of-breed dental analytics platform into daily workflows, creating conditions for legacy understandings to evolve into data-driven decision-making.Invited to present to thousands of pediatric dentists at the American Academy of Pediatric Dentistry on the subjects of digitization and compliant record-keeping.	Aug 2012 — Nov 2017
	Bedrock Technology — Scranton, PA <i>Technician</i>	Jan 2012 — Aug 2012
	Penn State University — University Park, PA <i>Software Trainer</i> <ul style="list-style-type: none">Promoted to supervisory position in June, 2009.	Aug 2007 — Dec 2009
VOLUNTEERING	Active Minds at Penn State - Founding President <ul style="list-style-type: none">Founded Penn State University Park's chapter of the nationwide mental health awareness group Active Minds, Inc.Served as a liaison between students and campus mental health support services.Designed and prototyped a mobile web application to promote mental health resource utilization on campus.Served as a direct point of contact to campus newspapers and other news outlets - including the Associated Press - giving interviews and speaking at length about our mission.	Sep 2010 — May 2011
AWARDS	Rock Ethics Stand Up Award, Penn State University	Apr 2011
	Emerging Scholars Fellowship, Active Minds, Inc.	Jan 2011
SKILLS	Leadership: Public speaking, Systems thinking, Whole systems management, Written & verbal clarity, Motivational interviewing, Situational leadership Digital transformation: Software training, Transformational change, Change management, Strategic planning, Business analysis Healthcare information technology (HIT): HIPAA compliance, Electronic data interchange (EDI), Electronic medical record (EMR), Analytics, SQL, Product management, Systems integration, Software integration, Electronic remittance advice (ERA), Clinical decision support Program management: Process improvement, Project management, Process optimization, Process management, Lean Six Sigma, Kaizen	