

# 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.

My impact at this group was described positively as "like a crater" by its ownership.

## EXPERIENCE

### **Penn State University - Research Support**

Sep 2019 — present

- College of Information Sciences & Technology, Wellbeing and Health Innovation Lab
- Working to develop a conceptual and technical framework to detect mental health states using multi-modal data streams reflecting online activities.

### **The Smilist Management - Manager of Optimization**

Feb 2018 — Aug 2018

- Process discovery, documentation, and re-engineering at a multi-site dental service organization.
- Conducted individual/group interviews and observed process to document and address systemic issues at their root cause after quickly establishing rapport with a variety of stakeholders.

### **Smiles 4 Keeps Pediatric Dentistry - Practice Operations**

Aug 2012 — Nov 2017

- Responsible for a complete paper-to-digital transformation in the midst of a cross-generational familial ownership transfer, resulting in an accurate third-party valuation of business.
- Spoke publicly at American Academy of Pediatric Dentistry, Pennsylvania Academy of Pediatric Dentistry on the subjects of digitization and compliant record-keeping.

### **Bedrock Technology - Technician**

Jan 2012 — Aug 2012

### **Appex Mobile Apps - Project Manager**

May 2011 — Dec 2012

### **Penn State University - Research Assistant**

May 2009 — Jan 2010

- College of Information Sciences & Technology, Human-Computer Interaction Lab

### **Penn State University - Software Trainer**

Aug 2007 — Dec 2009

- Promoted to supervisory position in June, 2009.

## AWARDS

### **Rock Ethics Stand Up Award, Penn State University**

Apr 2011

### **Emerging Scholars Fellowship, Active Minds, Inc.**

Jan 2011

## EDUCATION

### **Pennsylvania State University**

Dec 2019

BS - Information Sciences & Technology

## 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