

# Darryl G. Johnson II

A distinguished and proven Operations Officer offering more than 24 years in developing dynamic solutions and enterprising teams, looking to pursue a challenging marketing opportunity that synergies professional and personal growth. Blends extensive background in Information Technology (IT) and Six Sigma Lean Continuous Process Improvement (CPI) to deliver efficient, effective, high-fidelity projects that add value, mitigate risk, and engages organizations, galvanizes lucrative multi-tiered relationships and advance enterprise positioning.

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## Life Philosophy

"We NEVER lose, we only WIN, or we LEARN"

## Executive Snapshot



### COO, Cardeaus Solutions Aug 2016 - Present

Co-founder of Cardeaus Solutions Ignited 37% revenue growth, oversees implementation of company strategies for 2 private healthcare operations consultant startups.

### VP, Clinical Operations May 2015 - July 2016

Advised on operational performance and strategic alignment for the largest medical single-unit catchment program, two Air Force clinics.

### Director of Quality Mar 2014 - May 2015

Directed Six Sigma/Lean program on MacDill AFB. CPI program's scope supported \$2.8B in assets, 3.8K personnel and annual budget exceeding \$249M.

### VP, IT/Cyber Operations July 2010 - Feb 2014

Championed IT development., utilization and career progression for a 21-member team. Sponsored 13K staff, 44 diverse business units and \$50M assets.

## Other Positions Held



Sr. Network/Systems Administrator (2009-2010)

AVP Marketing/Business Development (2007-2009)

Webmaster/Project Manager (2004-2007)

Project Manager/Database Administrator (2002-2004)

## Education



M.B.A. Master of Business Administration, USF, Tampa FL  
B.S. Management Computer Information Systems, Park University, MO  
Leadership and Team Building, Walt Disney Institute, Orlando, FL  
John Maxwell's Executive Leadership Facilitator Course, Tampa FL  
Air Force Instructor "Life Coach", Pennsylvania, PA

## Most Proud Of



- DoD's Top 1%, awarded LSSBB
- 3+ years, 2 successful startups
- 4-time Leadership award winner
- Top "Excellent" rating as Instructor
- 3 Surgeon General IT team awards
- 23 + years leadership experience

## Impact Snapshot



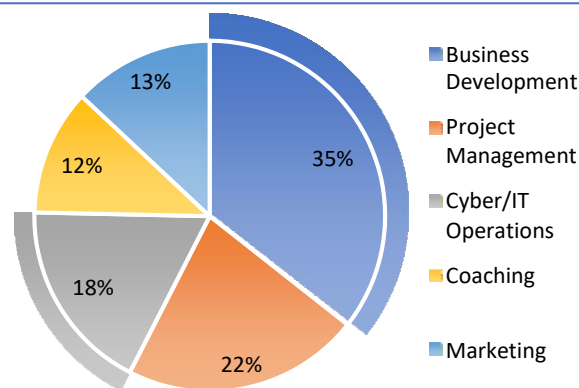
Engineered and ran life cycle cost analysis saved \$1.7M, 3K man-hours, engineered/identified 8 tools for 18 bases

Drove largest e-record project/4 PMOs; project on-time/under budget, saved \$63K in contract cost

Directed security analysis, corrected 53 discrepancies. Closed 10-year lag security project in 1 month

Partnered with DOL & Resources Center; developed FL hiring model-closed 1-year shortfall project in 2 months

## Signature Strengths



## Certifications



- Certified Security Compliance Specialist (CSCS)
- Professional Manager Certification (PMC)/Project Manager
- Lean Six Sigma Black Belt (LSSBB)
- HIPAA Professional (CHP)

## Executive Business Development Assets

Strategic Planning & Analytics

Profitability & System Implementations

Talent Acquisition Development & Process Optimization

Global Execution and contract negotiations

## Darryl G. Johnson II

Professional Affiliations: Beta Gamma Sigma, HIMSS, ACHE

Additional Experience: TQM, TOC, LEAN, SDLC, Waterfall  
4DX, Scrum, SAP, SAS, Tableau, R, Supply Chain

## Principle Duties and Responsibilities



### COO, Cardeaus Solutions

Aug 2016 - Present

*Reports to Chief Executive Officer*

- Directs operations for two startups, Lead P&L, hit profits all-time high. Synchronized contracts with service channels. Streamlined operations developed KPI's decreased production times and increase cost per project
- Drives B2B sales team for EHR solutions, launches new product lines, marketing campaigns and models new markets segments. Increased profits margins by 13% and projects target annualized growth of 17%.
- Chairs business process improvement incubator, reviews risk, implements guidance and ensures EPMO creates, collaborates, and delivers enterprise strategies that meet VOB, and VOC/ business objectives.
- Partnered with six vendors to decrease transportation expenses, cultivated omnichannel supply chain, reduced transport times from 5 days to 2 days. Process now saves DoD 120 man-hours/\$9K per day

### VP, Clinical Operations

May 2015 - July 2016

*Reported to Chief Clinical Operations Officer*

- Accountable for 45+ staff/2 customer service branches; gathered operations requirements and developed strategic growth roadmap, client engagement policies, appointments, and support for 700+ DoD personnel
- Led strategic care analysis team and brand awareness for 34 business segments/\$50M budget to meet operations goals and ensured compliance with changing health care regulations, closed contact gap by 38%
- Managed 18 telehealth teams, mandated deliverables, planned and coordinated IT activities for 3 programs, strengthened controls and mitigated risk, reduced missed appointments 29%, rose ranking 3 positions
- Led CRM program/process improvement, provided oversight and direct service for internal/external clients, ensured eligibility, enrollment, benefits, and crisis support for 220K customers reduced incidents by 13%

### Director of Quality/Continuous Process Improvement (CPI)

Mar 2014 - May 2015

*Reported to VP*

- Co-led enterprise workflow improvement project, cut CPI lag time by 65% closed 2-year shortfall project in 9 months, solely engineered no cost SharePoint solution, created first ever CPI online knowledge asset
- Ran lean event, developed life cycle analysis "playbook" saved \$1.7M, 3K man-hours, engineered and deployed 8 CPI tools to ensure proper implementation for corrective action plans for 18 Air Force bases
- Chaired and established CPI curriculum for MacDill AFB, worked with all business segments to meet/create key performance indicators, collect best practices; coached/mentored educating over 300+ employees
- Partnered with Department of Labor and the Airman Resource Center, developed an accelerated organization performance Florida and DoD hiring model, closed 1-year shortfall lagged project in 2 months

### VP, Information Technology/Cyber Operations

July 2010 - Feb 2014

*Reported to CIO*

- Interim CIO for a year, streamlined nine work centers processes, meet, and exceeded all CEO's goals with a record-breaking year and a 25% staff reduction, 1.4K resolved issues in 24hrs/88% best numbers since 2000.
- Oversaw critical IT systems and strategic advancements for clinics, gathered data and coordinated projects. Directed security gap analysis, corrected 53 discrepancies. Closed 10-year lag security project in 1 month
- Drove U.S Presidential mandate for MacDill AFB, led largest e-health records project in 9 years; Maintained 4 PMOs coordinated project on-time/under budget, saved \$63K, 0% unscheduled down time, no records lost