

Thomas McSweeney

Senior Business Leader

Maple Valley, WA - Email me on Indeed: [indeed.com/r/Thomas-McSweeney/fe576dd648f768c4](https://www.indeed.com/r/Thomas-McSweeney/fe576dd648f768c4)

A proven leader of startups and established operations offers expertise in defining technical strategies that support overall business objectives. Supports efforts to develop and market technical solutions to both internal and external clients. Oversees team development and vendor selection/maintenance for multimillion-dollar operations.

Authorized to work in the US for any employer

WORK EXPERIENCE

Manager - Engineering

T-MOBILE - Snoqualmie, WA -

2011 to 2017

- Successfully created a strategic business plan to replace and enhance T-Mobile's voice and data network infrastructure while remaining on budget, on time, and maintaining five 9's of availability.
- Systems included: Home Location Register, Policy and Charging Rules Function, Data Metering, Location Based Services, and a Real-Time Subscriber Database; all of which almost tripled in size and capacity.
- Executed the above mentioned plan by performing over 2,500 changes per year without a major event
- Built and trained two successful Tier 1.5 teams within the Network Operations Center to facilitate these changes and ensure platform stability via internally developed dashboards and Methods of Procedures
- Measured success by developing a single scorecard out of several aspects of Incident, Change, and Release Management, regularly sharing the findings with senior leadership
- Managed strategic vendor partnerships with Nokia, f5 Networks, Siemens, Alcatel, and Ericsson by routinely hosting product roadmap and performance reviews
- Coached and mentored two engineering and two project management teams

IT Operations Manager

DAVITA - Tacoma, WA -

2008 to 2011

- Designed executive dashboards and platform application management scorecards for CIO and internal business stakeholders to validate performance and guide ongoing improvements
- Drove significant improvements in disaster recovery readiness by leading the first successful business continuity exercise (IBM Resiliency Implementation and Testing)
- Provided strategic hardware technology recommendations regarding UNIX servers and Storage Area Networks to DaVita executives in alignment with corporate goals and product roadmaps
- Consolidated two remote data centers from acquired companies to sharply reduce costs by more than \$2M and simplify operations
- Oversaw department strategic planning, goals, objectives, measures and operating procedures that resulted in six 9's of availability
- Managed annual budget of >\$20M

IT Development Manager

DAVITA - Berwyn, PA -

2001 to 2008

- Provided strategic analysis and consulting to two corporate acquisition teams: defined resource integration, allocation, and overlap company wide to guide restructuring design
- Developed technology roadmaps, managed change, and guided transformational IT initiatives
- Spearheaded selection and implementation of electronic claims software to increase efficiency, reduce costs, and provide means of significant revenue collections
- Introduced a single, enterprise BI data warehouse and reporting instance through Oracle and Discoverer for business analytics that is used throughout the organization
- Led a diverse workforce, articulating company vision and generating enthusiasm at all levels

Development Director

VERITAS MEDICAL SERVICES INC - Philadelphia, PA -

1996 to 2001

- Reported directly to the CEO and provided technical expertise to support venture capital investments.
- Invented an application to capture physician credentials electronically and complete multiple payor credentialing forms automatically. Completed over 75 physician applications from single, electronic curriculum vitae.
- Headed daily operations, web development, and company-wide infrastructure, partnering with business departments and assisting with project justifications and delivery; oversaw external outsourced Implementation Company and internal staff

SKILLS

Cost Reduction (10+ years), Risk Management (10+ years), Project Management (10+ years), Product Development (10+ years), Presentation Skills (10+ years), C-level Executive Liaison (10+ years)

MILITARY SERVICE

Service Country: US

Branch: Air National Guard

Rank: Senior Airman

1987 to 1993

CERTIFICATIONS/LICENSES

Leadership Acceleration Program (LEAP)

November 2017 to Present

ITIL v3 Foundations

Visible Ops

GROUPS

Technology Business Management Council, Member

2015 to Present

Customer Service and Support Professionals (CSSP), Board Member

2016 to Present

Society for Information Management – Seattle Area Chapter

2017 to Present

PATENTS

Medical practitioner credentialing system (#6,571,214)

<https://www.google.com/patents/US6571214>

May 2003

A system and method for selectively generating provider application forms required to be submitted to health care provider organizations by physicians and related health care professionals. Physician credentialing profiles containing physician credentialing information are stored into a system database together with a plurality of different provider application formats associated with particular application forms which are completed selected data extracted from the common information contained in the stored physician credentialing profiles. The method automatically inputs a subset of physician credentialing information required by a particular selected provider application format into the provider application form associated with that format and generates the particular provider application form.

Medical practitioner credentialing system (#6,035,276)

<https://www.google.com/patents/US6035276>

February 2000

A system and method for selectively generating provider application forms required to be submitted to health care provider organizations by physicians and related health care professionals. Physician credentialing profiles containing physician credentialing information are stored into a system database together with a plurality of different provider application formats associated with particular application forms which are completed selected data extracted from the common information contained in the stored physician credentialing profiles. The method automatically inputs a subset of physician credentialing information required by a particular selected provider application format into the provider application form associated with that format and generates the particular provider application form.

PUBLICATIONS

Courses on Business

<https://www.linkedin.com/in/mcsweeneytom/detail/recent-activity/posts/>

2017

One of my passions, along with finding solutions to business problems, is the game of golf. While I admit to having far more success with the former, I have also found a great deal of lessons that arise from the latter. As a result, I have created a series of essays entitled Courses in Business.

ADDITIONAL INFORMATION

Areas of Expertise:

- Business Lifecycle
- Process Optimization
- IT Service Management
- C-level Executive Liaison
- Strategic Management
- Organizational Changes
- Client / Vendor Management
- Operations / Project Management
- Cost Reduction / Client Value
- Industry Speaker / Lecturer
- Cross-functional Leadership
- Tech Evaluation / Selection
- Disaster Recover Planning
- Product Development
- Conflict Resolution