

# Donna Gagnon

## Career Summary

Phoenix, AZ - Email me on Indeed: [indeed.com/r/Donna-Gagnon/86fb8090618910e1](https://www.indeed.com/r/Donna-Gagnon/86fb8090618910e1)

- Proven IT leader with over two decades of transformative Information Technology experience
  - Successfully created and managed a large key IT department within an International Healthcare organization including formulation of operational policies and procedures
  - Driven self-starter motivated to stay up to date with new technology
  - Strong team builder resulting in highly collaborative environment
  - Develop and maintain staffing development and training plans
  - Demonstrated ability to manage development teams
  - Understand business needs, gather requirements, create and implement an effective solution
  - Facilitate communication with both technical and functional customers/stakeholders within a variety of organizations
  - Identify and minimize risk and obstacles by developing a mitigation strategy
  - Develop and execute project plans and budget
  - Expert with all phase of SDLC (Software Development Life Cycle)
- Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Deputy Chief Information Officer**

Arizona Attorney General - Phoenix, AZ - July 2014 to August 2015

SQL, Oracle, Drupal

- Managed software project plans including business requirements, scope, estimation, schedule, design, development, testing and implementation
- Managed project plan financial budget
- Facilitated collaboration with leaders, internal and external, for all IT software projects
- Manage IT development resources consisting of DBA, Software and Web developers
- Implemented an automated process for Attorney General Collection department to significantly increase monetary recovery based upon a debtor recovery score
- Discovered inefficiency and spearheaded a project which improved the quality of funding metrics
- Implemented web based legal case application software which has increased business satisfaction and productivity by 20%
- Served on AGO committees as an IT representative during software RFP procurement process

#### **Director Quality Assurance and Software Testing**

Aetna Medicaid - March 2010 to July 2014

QNXT/SQL

- Created new IT department from the ground up • During the first three years grew team from two direct reports to a full staff of 50 fulltime and contractor resources
- Established, implemented and disseminated departmental strategic vision and goals as well as operational policies and procedures
- Oversaw a diverse team of Project Managers, QA Analyst, and Developers located on site and offshore
- Defect Removal Efficiencies of 96% to 98% which is above industry standard of 85%
- Oversaw Project Managers and Coordinators as they prepare and manage documentation, deliverables, milestones, resources, schedules and budgets.

- Responsible for HIPAA privacy compliance
- Develop and maintain staffing and training plans to ensure the department is appropriately staffed and is able to provide the technical skills needed to support the enterprise.
- Managed relationships with vendors and outside partners

### **EDI Supervisor**

Schaller Anderson/Aetna Medicaid - June 2003 to April 2010

- Developed solid relationships with internal and external clients by maintaining quality service, promptly analyzing and resolving data transmission and data integrity problems
- Strong mentor to staff to enhance effectiveness of direct reports by training new task and skill sets
- Lead HIPAA 837 conversions including testing validation, coordination with developers for automation and implementation
- Acts as the primary EDI liaison for vendors, remote business groups and provider offices
- Lead daily production issue resolution with creative solutions and priority responsibility to customers
- Lead contributor to EDI claim submission increase from 30% to 75% resulting in reduced cost per claim, current membership is three million, one claim per member results in a savings of \$5.4 M

Other relevant experience in various technical and developer positions:

- Held developer positions with consistently expanding responsibility across a multitude of industries
- Installed software at user sites
- Conducted Technical sales support
- Lead classroom software training

### **EDUCATION**

#### **Bachelor in General Studies**

Western International University - Phoenix, AZ