**Joseph A. Shapiro, MPH, PMP**

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Starting Education/Classes on AWS Certification and Machine Learning using Python and R and studying for my PMI-ACP, looking for a remote PM opportunity to put these skills to use while growing the company, work within Central, Mountain and Pacific Time Zones

15 years Project and Program Manager and PMO Manager roles leading cross-functional teams – Healthcare, Insurance, Technology & Software Vendors, MS Project Server/SharePoint, JIRA/Confluence

Application and Technology Selection, Implementation and Support for Clients and Internal Teams, Multiple concurrent projects from $300K to $28MM with up to 100+ member teams

**Professional Accomplishments**

**Anthem Insurance, Portland, OR** completed 5-year $370MM initiative06/2015 – 11/2019

**Project Director Remote, Finance and Analytics Programs (Waterfall, Agile, SAFe)**

* Enterprise Transformation migrating 4 Claims and Membership platforms across 14 states to a single platform tracking core and custom requirements for renewals and new clients
* Gathered business requirements and technical solutions, confirmed ownership and Releases
* Directed team Epics/Features and Stories to achieve enterprise release dates, Mitigated risks, Managed dependencies, Led Change Management, Go Live and Turnover to Support
* Completed Process Innovation and Training for Data Analytics Teams, Account Management and Project Managers to champion core product functionality to new and renewing clients
* Achieved and maintained EPMO and JIRA Project Health KPIs across departments

**Project/Program Manager Remote, Client Facing, Portland, OR (Waterfall, Agile, Kanban)**

Influence Health - Population Health Management/CRM 04/2012 - 12/2013

* Directed full SDLC from Pre-Sales Support to Kick-Off, Testing, Go Live, Turnover to Support
* Led Implementation Teams consisting of Clients and Account Management, Architects and Security, with Development, Product, Configuration, Integration, and Testing Engineers

Presidio - Technology Integrator 06/2011 - 03/2012

* Presented a PMO Framework to improve metrics for $300MM in Professional Services revenue
* Strengthened engagement quality for a multi-state retail client with 429 stores

**Kaiser Permanente, Portland, OR (Waterfall) Epic EMR** 12/2007 - 05/2011

**Manager, PMO and Care Delivery, Northwest Region** – PMO Startup and Direct utilizing Stage Gate Quality Control for 30+ Directors, Managers, Project Managers, Systems Analysts and Admins

* Increased project ROI for a $28MM portfolio by improving competencies and processes
* Developed policy and procedure, dashboards, and status updates in concert with Finance and Governance, Authored and trained on core/menu processes using Project Start, Run, Close Kits
* Managed implementations and upgrades for Revenue Cycle, Pharmacy, and Member Services
* Achieved and maintained 90% team recharge rate
* Team development and mentoring evidenced by 5 staff promotions

**Providence Willamette Falls Medical Center, Portland, OR** 01/2006 - 09/2007

**Director, IT Meditech EMR**

* Meditech EMR implementation/upgrades including Vendor/Partner Application Integration
* Chartered, staffed and chaired the Hospital Executive IS Steering Committee

**Project Management Consulting**

Providence Health Plans, Portland, OR Facets2004 - 2005

* Led the Facets Upgrade - organized and chaired a 100+ staff/contractor/vendor project team, presented weekly/monthly updates to the Executive Steering Committee and Business Units

State of Oregon DHS, Portland, OR Custom MPI/EMR 2004

* Lead a Statewide Master Person Index initiative combining four Safety Net programs and estimated to save over $1MM per year, Managed the Data Modeling Team, Prepared RFPs

Cascadia Placenta Registry, Portland, OR2001 - 2004

* Delivered a HIPAA compliant Laboratory Case Tracking and Research application

**Employment Trends, Portland, OR** 1999 - 2001

**Director, IT**

* Presented Technology-Enabled Functionality to major prospects during the Sales Cycle
* Led requirements gathering and execution for one of the staffing industry’s premier online Customer and Employee Service Centers creating significant competitive advantage

**Oregon Health & Science University, Portland, OR** 1993 - 1999

**Healthcare Applications Manager SMS Invision/McKesson EMR**

* Directed teams to implement new applications, conduct upgrades, and provide production support across Clinical, Financial, Administrative, and Partnership domains
* Replaced 7 home grown Help Desk applications with an integrated suite – HP IT Management – to achieve 'One Form to One Place' for 8,500 customers

**Education**

Master of Public Health (MPH) in Community Health Education University of Tennessee, Knoxville

Bachelor of Arts in Sociology Union College, Schenectady, NY

**Certifications, Publications, Awards**

Project Management Institute, Project Management Professional (PMP) #1378526

Six Sigma Green Belt

Textbook for the Healthcare Information Management and Systems Society – ‘[Role of the CIO](https://www.amazon.com/Effective-Healthcare-Information-Management-1998-01-15/dp/B01F9RDCRG/ref=sr_1_fkmr0_1?ie=UTF8&qid=1549752699&sr=8-1-fkmr0&keywords=joe+shapiro%2C+role+of+the+cio)’

Award of Excellence in national competition sponsored by Shared Data Research – one of the top three Financial/Revenue Cycle systems among 300 hospitals nominated in the 251-500 bed category