

BUSINESS ANALYST LEAD

Professional Summary

A senior position in the healthcare industry with a focus on Operation Management, Quality Improvement, and Patient Access (15+ years experience in healthcare and MHA in progress). Highly skilled and results-minded professional with a history of improving productivity, efficiency and security through innovative management. Excellent background analyzing requirements and implementing solutions that align technology and business strategy while creating systems, tools, and policies that streamline and optimize day-to-day operations. Strong, focused leader with the ability to lead multiple, concurrent projects with outstanding on-time, on budget results. With my successful background managing and executing small and large enterprise healthcare projects (15+ years in Healthcare) that directly influence organizational growth, success, and a positive patient experience, I believe that I will be a great addition to Lexington Clinic as a Practice Manager. While most of my 15+ years in healthcare have been on the technology side, I have worked side-by-side with physicians, executives, practice managers, and a variety of clinicians in both the acute and ambulatory setting. Projects have included an Allscripts implementation in an ambulatory setting and, most recently, I was part of the EPIC implementation at Baptist Health as a Lead BA in Legacy applications. During my 12 years at UK Healthcare, I led multiple, simultaneous projects throughout UK's 100+ practices and clinics. These projects gave me the opportunity to watch and learn from a variety of practices, too many to name individually. Projects have included renovating, relocating, and building new clinics, the highlight of my experience coming in 2012 when I led the opening of a brand new clinic in Georgetown, Kentucky. Through this project, I helped onboard 10 new providers, convert their medical records, and sit side-by-side with practice employees as we learned the new EHR, all while meeting the grand opening schedule for the new building. To solidify my healthcare knowledge, I recently began a Masters in Healthcare Administration with a concentration in Strategic Leadership.

Education and Training

Valparaiso University Master of Healthcare Administration (MHA) City , State

Murray State University 2008 Master of Fine Arts (MFA) City , State

University of Kentucky 1995 Bachelor of Arts (BA) City , State

2015 ACHE

Skill Highlights

- MHA -2017
- 18 Years in Healthcare
- Troubleshooting & Issue Resolution
- Multimillion-dollar Budget Management
- Business & System Analysis
- Team Building & Leadership
- Process/Procedure Analysis & Improvement
- System Implementation & Optimization
- Remedy, Clarity, Windows, Mac OS, Microsoft Project, Microsoft SharePoint, Clarity, Microsoft Office, Outlook, Dreamweaver, Expression Web, Articulate, Cantasia, Captivate, Blackboard,

Personal Information

It would be a pleasure to learn more about your needs at Lexington Clinic, and I would genuinely appreciate the opportunity to discuss my strengths and contributions in further detail. With this in mind, I hope to hear from you soon to schedule an interview. Thank you. Sincerely, Mark Spears .continued.

Professional Experience

Apex Systems April 2015 to Current Business Analyst Lead

Reston , VA

- Formulates/defines project and system scope and objective based on applications specifications and user defined needs during physician practice affiliation, acquisition and migration with BaptistPhysicians.
- Devises or modifies procedures to solve complex problems considering applications functionality and user procedures.
- Prepares detailed specifications for system functionality.
- Analyzes and revises existing system documentation as necessary.
- Has technical knowledge of all phases of applications system analysis and project management.
- Possesses a general understanding of Information Technology infrastructure which includes, but is not limited to client, server, networking, integration, telephone and business software.
- May have duties instructing, directing and checking the work of other systems analysis personnel and project team members.
- Responsible for quality assurance review on projects.
- Acts as project coordinator for projects with moderate to large budgets or system-wide implications, multiple projects of a short to long-term duration, and medium to large projects.

Cava January 2015 to April 2015 Sr. Project Manager

Chapel Hill , NC

- Planned, executed and evaluated the impact and effectiveness of large and small-scale IT projects in dynamic, health-oriented environment.
- Expertly managed simultaneous projects (end-to-end) with 5-25 team members, multimillion-dollar budgets, complex requirements and changing priorities.
- Performed in-depth business process and system analysis to pinpoint needs and recommend solutions.
- Defined scope, gathered requirements, delegated tasks and oversaw all phases of implementation, testing and user support.
- Trained clinicians on software.

- Purchased new equipment and applications.
- Interfaced with vendors, customers and IT resources on a consistent basis.
- Provide detailed project plans, manage change requests and pinpoint project obstacles.

Massachusetts General Hospital September 2013 to January 2015 Project Manager
Everett , MA

- Planned, executed and evaluated the impact and effectiveness of the organization's three largest IT initiatives in its 60-year history.
- Performed in-depth business process and system analysis to pinpoint needs and recommended solutions.
- Defined scope, gathered requirements, delegated tasks and oversaw all phases of implementation, testing and user support.
- Trained 50 staff on new hardware and software.
- Purchased new equipment and applications.
- Interfaced with vendors, customers and IT resources on consistent basis.
- Developed IT policies and created five-year strategic plan.
- Selected Contributions: Successfully managed a complete overhaul of the organization's IT infrastructure (completed 4/7/14), including three remote sites.
- Collaborated with vendor to implement new Microsoft business software across the organization.
- Implemented bar-coding which interfaced with business software.

Cava November 2002 to March 2013 Sr. Project Manager
Charlottesville , VA

- Planned, executed and evaluated the impact and effectiveness of large and small-scale IT projects in dynamic, health-oriented environment.
- Expertly managed simultaneous projects (end-to-end) with 5-25 team members, multimillion-dollar budgets, complex requirements and changing priorities.
- Performed in-depth business process and system analysis to pinpoint needs and recommend solutions.
- Defined scope, gathered requirements, delegated tasks and oversaw all phases of implementation, testing and user support.
- Trained clinicians on software.
- Purchased new equipment and applications.
- Interfaced with vendors, customers and IT resources on a consistent basis.
- Provide detailed project plans, manage change requests and pinpoint project obstacles.
- Selected Contributions: Provided leadership, insight, and direction as chair of the Ambulatory Technology Committee; created three technology models, including full-scale practice management (PM) and electronic health records (EHR) solutions, for 100+ ambulatory clinics and practices that saved up to \$10,000 per clinic.
- Partnered with IT subject matter experts (SMEs) and clinical professionals in aligning technology and clinical requirements, priorities and strategies, and creating systems, documentation, training programs and testing protocols that met divergent needs.
- Successfully managed 3,000 PC replacement program throughout all UK Healthcare practices.
- Served as Project Lead for ER, ICU, CDU, NICU, PACU, Radiation Medicine, Children's Hospital and Endo renovations, and skillfully equipped and managed go-live command centers.
- Hand-selected to serve as Lead Project Manager on several multimillion-dollar projects; delivered results on time or ahead of schedule, with a flawless record of on-target, on-budget completion.
- Worked closely with 15 other Project Managers in reviewing current processes and introducing solutions to streamline and improve project methodologies.
- Analyzed clinical systems workflows and presented viable solutions to enhance communications and strengthen relationships between clinicians and patients.
- Expedited processes to complete 16-week PM and EHR implementation in eight weeks to meet the strict deadline for the customer (the new EHR system transitioned clinics from paper to 100% electronic documentation).
- Managed device integration in both the clinic and hospital setting Restructured and revitalized failing projects, which resulted in significant improvement in productivity and greater project management outcomes.

Community Health System January 2002 to November 2002 IT Technician
Bentonville , AR

- Improved the functionality and performance of hardware, software and associated equipment for healthcare organization with 3,000+ desktops.
- Conducted time-sensitive diagnostics and repairs.
- Worked with vendors on resolving complex issues.
- Tracked customer issues and solutions.
- Provided a level of dedication and expertise that resulted in fast-paced promotion to IT Project Manager (in 11 months).

University Of Kentucky July 1999 to January 2002 Manager / IT Technician
City , STATE

- Managed operations of the computer lab to meet the needs of students and faculty on the university campus.
- Supervised 5 full-time employees and 20 student-employees in troubleshooting, repairing and maintaining computers and peripherals.
- Trained faculty and students on software and hardware.

Skills

a level, Dreamweaver, go-live, streamline, Articulate, Budget Management, budgets, budget, business process, hardware, client, desktops, directing, direction, documentation, electronic health records, fast, Information Technology, instructing, Team Building, Leadership, Mac OS, Microsoft Office, Outlook, Microsoft Project, Microsoft SharePoint, Windows, migration, networking, Optimization, peripherals, personnel, policies, PACU, processes, coding, Project Lead, project management, project plans, promotion, protocols, quality assurance, renovations, repairs, repairing, strategic, system documentation, systems analysis, System Analysis, user support, telephone, training programs, Troubleshooting
Additional Information

- It would be a pleasure to learn more about your needs at Lexington Clinic, and I would genuinely appreciate the opportunity to discuss my strengths and contributions in further detail. With this in mind, I hope to hear from you soon to schedule an interview. Thank you. Sincerely,
Mark Spears .continued.