

# Luis A. Eguren

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## CAREER PROFILE

Results-driven IT leader with expertise envisioning and leading technology based, multi-million dollar revenue and growth initiatives grounded solidly on business and economic value. IT strategies and implementation plans designed for maximum return at the lowest possible costs.

## AREAS OF EXPERTISE

- |   |                                     |
|---|-------------------------------------|
| ■ IT Strategy & Execution               | International Enterprise IT Systems |
| ■ Organizational Design & Restructuring | Mergers & Acquisitions              |
| ■ Team Building & Leadership            | New Product & Technology Launch     |
| ■ Corporate Mission Fulfillment         | Business and Process Innovator      |
| ■ Program & Project Management          | Information Architecture            |
| ■ Vendor & Contract Negotiation         | Training & Mentoring                |
| ■ IT and Business Globalization         | Remote – Matrixed Organizations     |

## HIGHLIGHTS

- Directed the Lab IT Systems in support of a network of hospital labs for over 40 hospitals in the NY area, in the fastest growing health system in the country. Expanding into NY, NJ, and all of New England
- Planned and Directed large development initiatives to implement various enterprise-wide solutions (i.e., Informatics, Data Analytics, Master Data Management, Operational Data Store Results Repository, Order Management and Reporting systems, into the business to represent a standard/common view and perform business analytics on data across the enterprise
- Directed the implementation of complete standard application suite of lab, billing, logistics, systems across the enterprise and eliminated legacy systems resulting in reduced maintenance and support costs
- Designed, developed, delivered and implemented several Direct to Client and Patient solutions using mobile technologies resulting new delivery channels and improved business

## PROFESSIONAL EXPERIENCE

**NORTHWELL HEALTH SYSTEM, *New Hyde Park, NY***

**2013 – present**

### **Chief Information Officer**

Part of the Executive team to lead the Core Laboratory in Strategic plans and supporting daily operations of expansion of the Core Lab services to the greater NY area.

- Aligned the IT road map to support the Health System's Strategic roadmap; by developing **Application and Technology roadmaps and Guiding Principles** consistent with Company's Strategy and Values
- Aligned with Administrative, Medical and Process Improvement leadership to areas for process improvement; either through process or technology
- Established **Informatics/Analytics platform** to support Evidence Based Medical decisions, that caused modified protocols, resulting in over \$5M/ yr. savings
- Worked closely with **Managed Care/Insurance Payers** to provide needed information to reduce their costs, while increasing value provided through data/information like HEDIS; Population Health and all other metrics to support proper Patient Care and coverage.
- The IT lead in the **Integration** of the Northwell hospital network with the NYC, Health and Hospital Corporation (HHC) Laboratory Agreement, resulting in a hospital network of over 40 hospitals in the greater New York area, resulting in a greater than \$20 million revenue stream to the health system

- The IT lead in the Integration of a new Collaborative between Northwell and BioReference Laboratory to provide much broader **Genomics offering**
- Implemented **EPIC and Cerner Millennium** in HHC hospitals including; *Bellevue Medical Center, Elmhurst Hospital, Harlem Hospital, Jacobi Medical Queens Hospital* and many others.
- Supported various EMR's and LIS's (including, Sunrise Clinical Manager, Quadramed, Meditech, Soft, SunQuest, Orchard, etc.)
- Hired, and Developed an IT organization to support all network hospitals, **reducing IT consulting costs by over \$4M a year**
- Directed the **Development of Physician and Patient portals** to comply with new federal guidelines, resulting in increased 'Customer Stickiness' and retention and Patient Loyalty
- Established **Electronic Automated dashboards/portals** to provide metrics to provide Operational, Medical, Sales, and Financial information, to manage the overall business

### Key Results

- Alliance between several large hospital systems
- Sales Tools to provide greater revenue
- Operational, Sales, and Medical Metrics

**QUEST DIAGNOSTICS Inc. Lyndhurst, NJ**

**1991 - 2013**

**Senior Director of Application Development--(Master Data Management and Analytics) 2010 – 2013**

Led the IT strategy, design, application development, of several high profile applications including

- **Master Data Management and Analytics** – a strategic solution to transform the company from a federated model to a cohesive corporation with common processes and data to apply business intelligence resulting in medical insights. Worked with Business leaders to implement necessary **Governance** (Process and Data). This strategy is central for several multi-million dollar growth initiatives
- **Enterprise Order Management and Reporting Services:** Transformed the business operations by centralizing processes and data across the enterprise and providing these enterprise applications, independent of business locations. Instrumental to move work around the network and reduce time to integrate new acquisitions.
- **B2B and B2C applications** Led Business/IT teams to further develop B2B and B2C capabilities. Developed Enterprise Mapping Service to reduce B2B implementation time by 75%. Developed and Implemented connectivity between Salesforce.com and internal Data sources. This resulted in operational data to support Sales organization.
- **Organization:** Asked to take over several groups that were in disarray, struggling to meet deliverables & maintain clients. Restructured team, implemented strong change controls to manage clients, implemented project management processes, and rewarded a positive culture and team environment; thereby transforming the team and product line into a solid performer with sound client references.

### Key Results

- Master Data Management & Analytics
- B2B and B2C delivery channels
- Aligned IT solutions with to meet business strategy by an enterprise Client Master to backend Sales and Client Service CRM's

## **Senior Director of Enterprise Application Development–(Medical Reporting and Delivery) 2007 - 2010**

Directed the development and implementation of an enterprise medical reporting service for Quest Diagnostics. Implemented it to all standard sites and some non-std sites (Domestic and International). Developed numerous Disease State specific reports and improved the diagnostic insights available to the physicians. Worked closely with the Sales and Marketing groups to implement the Pain Management report, which was the key driver for the initiatives' success.

### **Key Results**

- Created a high-performing team (N-tier architecture) and implemented best-of-class processes, demonstrated by consistent SQA scores.
- Directed the design and development of an enterprise reporting service supporting several million reports a day, through various delivery channels with guaranteed delivery and
- Successfully implemented development and management processes that significantly increased quality, productivity, and time-to-market
- Supported the integration of several acquisitions by providing reporting connectivity
- Delivered medical reports that were market differentiators, resulting in increased sales

## **Director of Account Management – Implementations & Strategic Product Development 1999 - 2007**

Directed Account Management organization to collaborate with leaders of six major technical areas. Worked closely with these customers to strategically align business and IT initiatives. Led several teams to implement the Q-Suite solution to several business units and worked closely with the local business to determine their specific needs to ensure minimal client impact. Led an n-tier application team to develop QuestTrack, a graphical-trending reporting system.

### **Key Results**

- Directed an IT staff of over 130 IT professionals with an annual budget in excess of \$25M
- Directed different groups responsible for complete life cycle of new products from Account Management (Customer requirements), Project Management Office, Software Engineering, Testing, and Implementation, resulting in improved IT acceptance in the organization
- Responsible for the IT integration of several acquisitions resulting in millions of dollars in synergy savings, resulting in achieving successful integration with our largest competitor and going from a \$1.5 to a \$5.0 Billion company.
- Supported the Business Operations and all the IT functions in our Global business in Ireland, London, India and Shanghai.
- Implemented standard applications and processes throughout organization to ensure highest quality with repeatable results and to gain optimal financial synergies. This resulted in reduced headcount while providing better service
- Developed strategic applications (i.e., enhanced reporting capabilities, customer scheduling, specimen tracking capabilities, etc.) for the organization to provide points of differentiation with competitors. This allowed the Sales Staff access to many new opportunities (i.e., new specialty groups)
- Developed, supported and managed the core systems for the business including; Laboratory, Reporting, Imaging, Internet, Logistics, Purchasing systems

## **Director of Information Technology - Wallingford, CT**

**1991 - 1999**

Responsible for providing strategic technological direction for the CT and MA business units. Managed the IT operations for two major laboratories, 25 Stat Labs and over 150 Patient Service Centers.

### **Key Results**

- Directed a staff of over 50 IT professionals with an annual budget of \$5M
- Responsible for the physical design, build-out and move of CT's largest commercial laboratory from a 35K sq. ft. facility to a 64K sq. ft. facility without any down time or loss of productivity. Several in IT were recognized by

receiving President's Circle Award for this achievement.

- Developed web based applications to increase Customer satisfaction while increasing productivity. Increased Sales by 50% in the first year by providing this electronic connectivity

## **UNITED NUCLEAR CORPORATION *Uncasville, CT***

**1989 - 1991**

### **Manager of Software Engineering**

Responsible for managing the Software Development group supporting applications developing and testing the Nuclear Cores for the Department of Energy. **With Top Secret DOE Q Clearance.**

#### **Key Results**

- Managed a staff of 15 IT professional with an annual budget of \$2M
- Implemented standard development and testing processes, resulting in reduced cycle times and cost savings.
- Managed the development and release of several software versions, critical to next generation of nuclear cores for submarines. This resulted in higher throughput of product and meeting company's goal of two nuclear cores per year.
- Responsible for ensuring strict government processes were adhered, while staying within budget.

## **ROCKWELL INTERNATIONAL *Golden, CO***

**1984 - 1989**

### **Sr. Quality Engineer / Nuclear Engineer**

Responsible for developing company-wide chemistry and metallurgical standards for development of Nuclear Triggers for the DOE weapons complex. Audited the Metallurgical and Chemistry laboratories for compliance of DOE government and quality best practices.

#### **Key Results**

- Responsible for establishing processes to conform to governmental quality, safety and regulatory requirements
- Provided quarterly updates to senior management and government leaders on Quality and Compliance Status.

## **UNIVERSITY OF COLORADO HEALTH SCIENCE CENTER, *Denver, CO***

**1977-1984**

### **Sr. Research Assistant**

- Worked in the Dept. of Pediatric Neurology doing research on several pediatric neurological metabolic diseases. Primarily worked on cell/mitochondrial metabolism. Participated in over 15 publications as part of the research team

## **EDUCATION/TRAINING/CERTIFICATIONS**

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|---|-------------|
| ■ BSc in Biochemistry & Chemistry, Southern Nazarene University | Bethany, OK |
| ■ Six Sigma Certification, Green Belt                           | 2000        |
| ■ Continuous Industry and Leadership Enrichment Training        |             |
| o Rensselaer Leadership Development Program                     | 2006        |
| o The Leadership Advantage (REB Consulting)                     | 2007        |
| o Genesis Mentoring Partnership Workshops                       | 2008        |

## **TECHNICAL PROFICIENCIES**

- Extensive knowledge and experience in architecture and design of complex distributed, mission critical systems.
- Proficiency and experience in Component based Architecture using J2EE technologies on Weblogic platform.
- Expertise in designing multi-tier applications, B2B systems and XML enabled data modeling applications.
- Expertise in HL7 messaging
- Knowledge of database modeling and design fundamentals using Oracle 11g.

- Proficient in architectural and design patterns on Java and J2EE platform.
- Knowledge and experience in java based reporting tools.
- Experience in software configuration, code quality, profilers and build management and industry best practices.
- Technology experience includes, but not limited to:
  - PERL/EMC
  - Java/J2EE, XML, Oracle Weblogic, Oracle 9i thru Oracle 11g, JBoss, Apache, HP OMS
  - JSP, Servlets, MVS Frameworks, JQuery, HTML5, RESTful, JSON / XML / SOAP Web Services, AJAX, Persistence Frameworks( IBatis, Spring) , JRules, XML Parsing, HL7, Canonical Models
  - Persistence frameworks like Spring, IBatis, Hibernate
  - UML, Data Modeling, Design Patterns
  - JMS, EJB, Enterprise Messaging with MQ Server, POJO
  - Apache FOP, log4j, Quartz Scheduler
  - NoSQL Databases like MongoDB
  - Systems Supported: Cerner Millennium, EPIC, Meditech, HCLL, Soarian, Sunrise Medical Manager, Sunquest, AllScripts, Atlas, Initiate

#### **Extensive Knowledge implementing solutions using**

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|---|--------------------------------|
| ■ Cerner Millennium, XIFIN Billing, Atlas, Intersystem Ensemble, IBM's Initiate PeopleSoft, |                                |
| ■ LOINC and SNOMED codes  | Mapping Tools                  |
| ■ ICD-9 & ICD-10 Codes (mapping)  | ETL                            |
| ■ CAP and CLIA Regulations  | Informatica MDM & Data Quality |
| ■ 21 CFR Part 11 guidelines   | Cognos                         |

#### **Experience Using**

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|--------------------------------------|-----------------------|
| ■ On-shore and offshore resources    | Vendor Management     |
| ■ Contract resources                 | Fixed-price contracts |
| ■ Distributed/Diverse matrixed teams |                       |