

# Phillip Ward

Grev Turegatan 10E  
114 46 Stockholm, Sweden

ward.phil@gmail.com  
+46 (0) 70-280 93 07

---

## Professional Experience

**Senior Manager, Client Operations**  
Cerner Sverige AB.

Stockholm, Sweden  
Nov 2019 – Present

Manage remote hosting operations team in Cerner's global organization. Provide remote hosting of Cerner's electronic health record systems on behalf of seven healthcare organizations, including the technical and application aspects of the client relationship. Lead and mentor a team of associates responsible for delivering the technical aspects of a client projects and systems.

### Key Responsibilities:

- Manage a team of direct reports across UK, US, and Stockholm offices
- Develop domain management, change management, and incident management strategies
- Act as primary contact for client issues and risks, act as engagement lead across teams to drive and resolve incidents
- Drive problem management activities and provide on-call incident management support for clients, including post-incident reporting and analysis
- Present quarterly & monthly reporting to client C-level executives on topics including service-levels and technology roadmaps
- Manage technical currency, plan technology updates, and maintain client systems on up-to-date and secure technology platforms
- Advise clients on recommended system improvements to improve end user experience
- Coordinate with consulting teams on project roadmaps and support technical uplift work to align with overall program objectives
- Collaborate with account management and sales teams on technical requirements in sales dialogues and procurements
- Develop and maintain client, regulatory, and external vendor relationships.

**Lead Production Owner Architect**  
Cerner Ltd.

London, United Kingdom  
Oct 2015 – Dec 2019

Manage remote-hosted electronic medical record systems in Cerner's global organization. Provide extensive technical knowledge support across various Cerner technology architectures. Mentor and coach other associates to raise the standard of service. Recognized as a leader amongst peer Production Owners, with direct responsibility for five client systems across the UK and Ireland.

**Key Responsibilities:**

- Coordinate team of System Engineers to maintain client systems and complete technical upgrades.
- Primary responsibility for resolving system critical incidents in a time-dependent manner as primary 24/7 support contact
- Analyze, troubleshoot and improve system performance, provide performance recommendations to improve end user experience
- Lead weekly management and incident resolution calls with clients to coordinate support activities
- Created European Production Owner Community, sharing experience across various client teams.
- Facilitated and presented Production Owner training courses in the Australia and UK offices, and led a week of knowledge transfer sessions in Bangalore to baseline skillsets in both technical and non-technical fields
- Present feedback to internal cabinets, work across various organizations including development, consulting, population health and application support teams
- Responsibility for maintaining client systems to latest security standards and recommendations.
- Mentor junior members of the team, both in the UK office and elsewhere, provide both technical guidance and career guidance
- Coordinated and led training courses to guide UK hosting teams in transition from Navigator to Remedy incident management software
- Championed the use and implementation of Chef automation in the UK datacenters, worked across teams to ensure consistence functionality and usage across UK, France, and US
- Built and configured an UK instance of Zabbix to add flexible and configurable monitoring capabilities to increase stability of client systems, and resulted in proactive alerting to potential issues and increased client satisfaction of system stability

**Senior System Engineer**  
Cerner Corporation

Kansas City, Missouri  
July 2012 - Oct 2015

**Key Responsibilities:**

- Install, maintain, support, and manage Cerner solutions and layered software
- Mentor and coach fellow engineers by leading Linux engineer community
- Assisted in creation of process to proactively identify and resolve system performance incidents
- Plan and execute complex projects such as new client buildouts, datacenter migrations, system release upgrades and server operating system upgrades on live production systems
- Expanded responsibilities by joining the Tier-3 Foundations on-call rotation, and participating in organization-wide problem management process technical expert

**Education & Certification**

- AWS Certified Cloud Practitioner (2020)
- AWS Certified Solutions Architect – Associate (2021)
- FreeCodeCamp - JavaScript Algorithms and Data Structures

**Bachelor of Business Administration (BBA) in Management Information Systems (2012)**  
University of Iowa, Iowa City, IA