***Gayle Mitchell - PMP, BA, AAS***

# Senior Health Care Project Management & Information Technology Governance Professional

#### Enterprise Multi-Tier Project Management / Governance / Informatics / Business & Technology Alignment/ MMIS /

#### Systems Conversion & Integration/ Consulting / Liaison / Process Reengineering/ Regulatory Compliance/Servant-Leadership/

#### Organizational Change Management/ Business Continuity & Security / Health Information Technology

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###### MHA-Informatics (Current Student 3.82 GPA, 55% complete), HIT Health Information Technology (3.9/4.0 GPA– Alpha Beta Gamma Honors) RHIT eligible, BA (Sociology/Mathematics), University Graduate Level Certifications in Artificial Intelligence, Executive Systems, Computer Science; Sarbanes-Oxley and Project Management Specialist (PMP) with more than 18 years of experience with leading organizations: Accenture, DePaul University, ACS, and Oracle.

**Project /Program and staff management acumen gained through progressive practical experience encompassing**

* Established and managed the **Project Management Office (PMO).** Governance activities and project standards for the **$140M** State **CMS compliant** Alaska **Medicaid** Information Management System (**MMIS**) process transformation and software development and implementation. Center for Excellence – Project Governance Contributor. **PMO** for SDLC Florida Pharmacy Benefit Management TLPproduct development. Business Intelligence
* Established and managed the **Project Management Office (PMO)** for Medicaid payer eligibility transformation efforts.
* Illinois Health Information Exchange Sustainability Plan development – Reviewer/contributor; Legislation interpretation
* Enterprise Implementation Project Management - **Huntsville Hospital**; Tax and Treasury Project Management –Hospira, Subject Matter Expert- Chatham; System Requirements Definition for Admissions, Workflow, Medical Records and Billing - **Columbus Hospital**; Social Services – **Mercy Hospital**; Physician Office Management; American College of Hospital Administrators/ACHE – IT; Licensed Pharmacy Technician; **Blue Cross and Blue Shield** – Custom Development Internal Audit
* 18+ Years of Confidential Data Management and Security/IT Audit experience. Versed in PII, PCI, and PHI security plus I V & V and testing. Audit Plans, COSO/COBIT in shared service environments
* Orchestrated turnaround of a **$5 million** PeopleSoft ERP implementation/integration Project for DePaul University. Designed and **PMO** and implemented standards. Succeeded in delivering total project on time and within budget.
* Developed design and content for the Project Management Institute Human Resources SIG architecture & website, enhancing knowledge base and online service offerings for 500 members in 40 countries. Leadership role in the PMI Virtual Communities Transformation Project. Project Management Risk Credential Examination Writing Team Member

**Core competencies:** Medical Management; Creating a Shared Strategic Technology Vision; Diplomatic Change Agent for Productivity Improvements, Governance & Standards; Streamlining Operational Procedures; High Standards of Ethics & Integrity; Security Policy Development & Compliance; Managed All Phases of Product Development and Implementation Lifecycle(s); Requirements Definition and Impact Analysis.

##### PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

## *Independent Consultant* 11/11-01/12, 1/11 – 8/11, 12/2012-6/2013

**Project/Program Manager (contract)**

## Operations Project Management Officer (PMO). Built and managed PMO and project team/client communications; established and monitored adherence to project standards; executed Project Management activities including change management, scope management, risk/issue management, scheduling, resource allocation, project financials and metrics, JAD/facilitation, SQA, data aggregation/conversion, stakeholder management, and SLA/contract compliance Medicaid eligibility transformation project. Direct Reports: Contracts Attorney and two Sr. Business Analysts

## Senior Project Management Consultant for a Fortune 1000 Medical Devices company, charged with process improvement driven analysis of the PMO and related policies and project management, quality and execution processes

## Project Manager in the Global Risk Management division for a confidential Fortune 500 Financial Services client. Responsible for the development of PCI and NACHA compliant governance and Operations Regulations for Emerging Technologies and Mobile Payments (NFC). Business Intelligence, Risk Inclusion, Incident Response, Account Data Compromise Procedure Development, Incident Management Portal, Project Proposal Development.

## *HRPM Fusion* 7/2009 – Present

**Technology Knowledge Director**

HRPM Fusion is a global non-profit professional organization dedicated to the advancement, practice, and professions of project management in human resources and human resource management in project management.

* + Responsible for standards, communications, website content, collaborative tools and building a sustainable strategic framework to support member growth and professional knowledge across all facets of Human Capital Management and Project Management. Quality Assurance and Product Improvement: Client-centric Customized Education and Training
  + Management of two direct reports: Communications Director and Technology Director

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| *ACS, Inc. Dallas, TX* | Feb 2006 to Mar 2009 |

Senior Project Manager and **PMO Director** – Government Healthcare Division

* ACS, Inc. is a FORTUNE 500 company of 62,000 people supporting client operations in more than 100 countries. A premier provider of diversified business process outsourcing (BPO) and information technology outsourcing (ITO) solutions to commercial and government clients worldwide.
  + Established and managed the **Project Management Office** and all **governance** activities, metrics, SLA and project standards for the State of Alaska **CMS/HIPAA/IV&V/HL7/CMS-MITA** compliant MMIS implementation including SQC, SQA, and data migration/conversion.
  + **Medicaid MMIS** PMO and implementation support (including SDM) for the State of Wyoming and the State of New Hampshire. CMMi compliant **PMO** for State of Florida **Third Party Liability** SDLC software development project including Call Center Support, SQA and SQC.
  + Contributing author to numerous RFP/RFI responses for BPO, ITO and HRIS services
  + Successfully delivered account advocacy and SLA operational improvements securing a continuing contract with an at-risk client, The City of Santa Clara, CA. SOW Compliance.
  + Developed IT Strategic plan and related policies for the City of Riverside, CA
  + Authored **ITIL** standards for the Government Enterprise Systems Division
  + Strategic Planning principal for Government Solutions ERP start-up practice
  + Developed new business pipeline entry evaluation criteria and Best Practices

***Independent Consulting Services 2003-2006, 1994-1997***

Delivered  **Sarbanes-Oxley (Sox) IT Audit/Security**, **Enterprise IT Project Management**, **PMO Development**, HR/HRIS, Security, Strategic Planning/Change Management, Process Improvement (CMM), and interim CIO services to a client base including BP/Amoco, Walgreens, Huntsville Hospital, Illinois School District U-46, Chicago City Colleges, Chicago Tribune Entertainment Companies, Allstate Insurance, Hospira, HSBC, STG, Tellular, DoubleTree Hotels, The New York Times, Hoffman LaRoche, Kelsey Hayes/Varity, Jones Apparel Group, The Fennimore Group, McQuay International, Equitable Resources, Schuller, Textron Defense Systems. Highlights:

* **PMO** development for Allstate Insurance Marketing Data Strategy technology
* Managed and delivered successful ERP implementations including SDLC custom development: Kelsey Hayes/Varity, The New York Times, Hoffman LaRoche, Equitable Resources
* Through Re-Engineering of processes and Benefit Plan and compensation structure changes, permitted Textron Defense Systems and McQuay International annual savings of $250K each
* Delivered Sarbanes Oxley 404/COSO/COBIT IT audit and remediation services to Chicago Tribune Entertainment Companies, Tellular, and HSBC
* Supply Chain/EDI Software (GTNexus) Implementation–Fennimore Group/Liz Claiborne; Supply Chain Strategy Development- STG
* Successful analysis and reconciliation of financial detail and bulk material **audits** for the $175M BP/Amoco Re-Imaging Project

***Accenture, Chicago, IL 2000-2002***

Project Manager

* Accenture is a global consulting, technology services and outsourcing company servicing governments and businesses across industries with offices and operations in more than 150 cities in 49 countries
  + Implemented a secure, client-facing, web-enabled eRecruiting application
  + Defined, developed and implemented role-based security, policies and procedures impacting thousands of applications and 80,000 users in 47 countries (Audit Remediation)
  + Global Implementation of RSA PKI Internet Security 3-factor authentication

***DePaul University, Chicago, IL 1999-2000***

Director Information Services and Project Lead (previously Resident Advisor)

* DePaul University is the largest Catholic university in the nation and the largest private institution in Chicago
  + Successful PeopleSoft ERP implementation including **IVR,** A/P, A/R, G/L, HR, Benefits, Asset Management, Student Administration: Student Records, Recruiting/Admissions, Financial Aid, Academic Advisement integration and migration impacting 23,000+ students and 2800+ employees across five campus sites. Role based Security.
  + Successful **PMO**, Organizational Change Management and user population education efforts

***Oracle Corporation, Redwood Shores, CA 1997-1999***

Sr. Principal Consultant promoted from Principal Consultant – Oracle Government

* Oracle is the largest business software provider with more than 275,000 customers including 98 of the Fortune 100 in more than 145 countries
  + Managed Enterprise Oracle Applications implementations for theGovernment of the Cayman Islands and the Municipality of San Juan, PR
  + Orchestrated a complex Organizational Change Management and process improvement effort for HCM/Employee Relations for the City of Detroit
  + Significant contributor to Oracle competitive Intelligence research delivering valuable cross-platform/product collateral for both development and marketing resources.
  + Developed “Best Practices” criteria for Oracle application implementations.

***United Airline, Elk Grove, IL 1987-1994***

Senior Staff Specialist Benefits (promoted twice)

* UAL -$20 billion with 10000+ employees/retirees serving 2,400 flights daily to 139 destinations in 26 countries
  + Negotiated benefitsfor corporate divestiture of COVIA, and Galileo International
  + Interim management of corporate relocation programs; Salary and compensation surveys
  + Managed software selection process for Human Capital Management System
  + Defined business processes and guidelines for EEOC/OFCCP& OSHA regulatory compliance
  + Administered benefits and policies covering 100,000 employees and retirees.
  + Developed ORD access security system.

***Volunteerism***

***Northwestern College HIT Program School Practicum: 2010 - 2011***

* + Navigant Consulting:Illinois Health Information Exchange Business Plan development – Reviewer and contributor
  + Suburban Family Dental: Medical/Dental/Surgical Coding

***Veritas Trainers International, Coronado, CA – Operations, HCM and Technology Since 2008***

* + Business Plan and Grant Development
  + Technical Support: Security, Desktop, Software, Hardware, Helpdesk
  + Program Management and Release Management
  + Technology product evaluation, recommendation and procurement

***HRPM Fusion, Berwyn, PA – Knowledge Director 08/2009 - Present***

***Project Management Institute Human Resources Specific Interest Group* 08/2006 – 08/2009**

* + Vice President of Communications/Director Information Technology for professional organization, the Project Management Institute Human Resources SIG. 450+ Members in 40 countries. Responsible for leveraging technology for the purpose of developing and delivering communications to engage the membership in continuing education and skills development, certification pursuits, networking, knowledge sharing and the promotion of Project Management in the arena of Human Resources. Design and development of new website delivering collaborative tools functionalities. Collaboration with the Board of Directors to improve membership services. PMI Virtual Communities Project principal
  + Member PMI PMO SIG, Risk SIG, Healthcare SIG and Pharmaceutical SIG

***American Legion Auxiliary – Merle Guild, Arlington Heights, IL* Since 2003**

* + Annual participation in 4th of July fundraising activities
  + Veterans Visiting program participant

***Software, Process, Methodology and Standards Experience***

* + Medical (Academic): *QuadraMed Quantim Encoder, Tableau, ATHENS/Cerner EHR/EMR, McKesson Horizon Patient Folder, MEDCIN, McKesson MediSoft, ICD-9-CM, CPT, HCPCS*
  + Medical (Insurance/Misc): *Enterprise MMIS(1+years), DSS (10+ years), CMS, MITA, JCAHO*
  + *Security Applications (5+Years):*RSA Public Key Infrastructure PKI/SecurID, Verisign, ACF2, Active Directory, Symantec/Norton/McAfee AntiVirus, Steel-Belted Radius, eTrust, SuperScout, NetRanger, Snort, ISAPI, IVR, CheckPoint and Black Ice/Network Ice
  + *ERP Applications: PeopleSoft (12+ years), Oracle (2+ years) Lawson (2+years), CRM (2+ years) ADP (3+ Years), SAP (2 years), Kronos (2+ years), Cognos (2+ years), Remedy(2 years)*
  + *Rational Tools (2+years), SharePoint (6+ years), Documentum (1 year), Privia (2+ years), Clarity (1+ years)*
  + *Microsoft Office (18+years); MS-Project Server (3 Years), MS-Project 15+years), Lotus Notes (10+ years), COBOL (2+ years), FOCUS (7+years), SQL (5+ years)*
  + *PMBOK, CMM/CMMI,* ***ITIL****, SDLC, Six Sigma/Lean, DMAIC, ADKAR, Prosci, Waterfall, RUP, IV&V, ISO, Oracle AIM, Agile*

***Education***

**DePaul University**

Graduate Certification *–* Artificial Intelligence

Certification *–* Computer Science

Graduate Certification *–* Executive Systems

Bachelor of Arts, Sociology *–* Minor: Mathematics

**Northwestern College**

Associate in Applied Science Degree, Health Information Technology - 2010

CAHIIM Accredited Program RHIT eligible – 3.9/4.0 GPA.

Louis B. Fuller Merit Scholarship Recipient – Granted 09/2009

Two Time AHIMA Merit Scholarship Recipient – Granted 12/2009, 6/2010

**University of Phoenix**

Master of Healthcare Administration – Informatics Student – Matriculated 03/2012 - 3.82/4.0 GPA

**Illinois Institute of Technology** -

Business Administration-IS Management Coursework

**Project Management Institute PMP** Certification – Granted 05/2006

**Licensed Pharmacy Technician**

**Oracle** Database Administration: Jr. DBA Certification

**Oracle** Master: Application Implementation Team Member

**Oracle** Master: Extension for Application Developer, Developer/2000

**CMM** Methodology Training 2000-2002

**ISO2000 Certification** 07/2007

**Six Sigma Green Belt -** Studiesin progress

**CISA/CGEIT -** Studiesin progress

**SPHR** – Studies in Progress

***Affiliations/Licenses/Awards***

* + American College of Health Care Executives (ACHE) – Since 2012
  + American Health Information Management Association (AHIMA) – Since 2009
  + Bloomsbury Honor Society
  + Alpha Beta Gamma International Business Honor Society – August 2010
  + Healthcare Information and Management Systems Society (HIMSS) – Since 2010
  + Greenleaf Center for Servant Leadership - 2010
  + Project Management Institute (PMI) Member Since 2004, PMP Certified in 2005
    - Healthcare Project Management Specific Interest Group
    - Pharmaceutical Specific Interest Group
    - Risk Management Specific Interest Group
    - Project Management Office Specific Interest Group
  + Board of Directors, Vice President Communications, PMI HR SIG 2004 – 09/2009
  + Knowledge Director HRPM Fusion – 09/2009-Present
  + Interview contributions published in PM Magazine 2006 and 2007
  + Information Systems Audit & Control Association – ISACA Since 2004
  + HEUG –Since 1999
  + Educause 1990-2000 and 2008-Present
  + International Association for Human Resource Information Management (IHRIM), 1992 - 1997
  + Society for Human Resource Professionals – (SHRM), 1997 -1999