TONY GOTTSCHALK

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EXPERIENCE

Duke University Health System   Durham, NC
Senior IT Manager   Sept 2013 – Oct 2014
Senior IT Manager for Duke University Health System's (DUHS) flagship Duke Hospital and new Duke Medical Pavilion (DMP, opened in 2013). Led Device Support team in all facets of daily IT operational activities for Duke Departments, Clinical, and Operational Staff.

- Managed 17 Direct Reports (IT Analysts, IT Architects, and Project Liaisons) and also the Senior Manager for 6 other co-managers for a one-hundred plus employee department. Led weekly Team Meetings to disseminate information and review current projects, Senior Leadership direction, intent, and objectives; coach and facilitate team building, maintain, and improve moral; and to monitor project milestones and performance improvement opportunities. Interviewed, hired, fired, and set written and probationary guidelines for full-time employees, contractors, and consultants. Conducted monthly one-on-ones with all Direct Reports, wrote up midyear, and annual evaluations for merit based incentives.
- Overhauled Operating Room efficiency and changed operational processes of current IT support model. Used ITIL standards (Current Practices, RACI –Responsible, Accountable, Consulted, and Informed –, Problem Management, Evaluation, and Implementation) to assess and suggest new methodology for Operating Room Support. Displayed pre and post findings to Surgery and Periop Vice Presidents and Senior Leadership, Anesthesiology Chair, DHTS CTO, and COO in forms of Pareto Analysis and Fishbone Diagrams while explaining technical concepts and conceptualization for a non-technical Clinical audience.
- Key leader for EPIC implementation of two community hospitals (Duke Regional and Duke Raleigh).
- Key leader for implementation of Service-Based Costing (SBC) budget management. SBC outlines how DHTS charges all departments under DUHS.
- Service Owner (ITIL terms) of Office 365 migration for approximately 30,000 DUHS employees, resources and group accounts. Key leader with direct responsibility of communicating with all other Duke entities (Duke University OIT, Duke Clinical Research Institute - DCRI, Duke School of Medicine, Duke School of Nursing, and DUHS Departments and Senior Leadership) for user migration.
- Authored SLA's and OLA's for inter DHTS departmental guidelines. Key leader for ITIL-based Problem Management implementation for DHTS department-wide use.
- Assessed and refined technical limitations of Specimen Label Printers (Zebra QLN-220, over 1100 total devices in DUHS) with regards to patient safety and meds administration. Worked closely with vendor to identify problems, write new firmware code, develop a migration plan, implemented plan, and supervised and refined all aspects of project. Reduced Safety Reporting System (SRS – Patient Safety Reporting) instances by over 90%.

UNC Hospitals, UNC Health Care System (UNCHS)   Chapel Hill, NC
Information Technology Analyst Sr. (Team Lead), WAN Support   Mar 2006 – Sept 2013
Senior IT liaison (Team Lead) for all offsite UNC Hospital Ambulatory Care Clinics, Administrative Departments, UNCHS owned LLC's and partnerships, Post-Acute Care Operations, and joint ventures (UNC Medical School, Physician and Associates P&A - now Triangle Physician's Network or TPN, WakeMed Hospitals, and Rex Healthcare). Provide cross-functional support with UNC Health Care's Information Services Division (ISD) teams and other UNCHS IT Departments to maintain and improve patient care, business processes, and information flow. Responsible for daily IT support of software, hardware, systems/server/application administration, LAN, WAN, and daily IT Operational functions and activity to all of the above aforementioned UNC Health Care System ventures. Assist Clinical Staff, Business Managers, Administrators, Directors, Vice Presidents, and other key personnel in using Information Technology resources to achieve strategic business goals and improve patient care.

- Senior Analyst of ISD's Information Technology implementation efforts for the opening of a myriad of new outlying UNC Hospital, UNC Medical School, and UNC P&A (TPN) based Ambulatory Care Clinics. These Clinics include but are not limited to: The North Carolina Children's Specialty Clinic at Rex, UNC OBGYN at Timberlyne, UNC ENT Clinic, UNC Surgical Oncology, UNC Rheumatology, UNC Dermatology at Southern Village, UNC Pain Clinic, UNC Psychiatry Post-Partum Clinic at Rex, UNC

Speech Pathology/Audiology Clinic at Wilmington, UNC OBGYN Oncology Clinic at Rex (Rex joint venture), UNC General Surgery Clinic in Siler City, UNC Aesthetic Laser Surgery Clinic at Timberlyne, and UNC Hillsborough Family Practice. Documented current and goal-oriented business and IT processes for Clinical Staff assigned to work at new clinics. Assured quality control measures were in place and projects and Clinic openings were implemented, tested, and completed on-time and as scheduled. Subsequently, all new UNC Outpatient Clinics have opened on "go-live" date with fully functional IT processes in place.

- Guided ISD's Information Technology efforts for remote UNC Ambulatory Care Clinics, UNC Departments, and Business Ventures. Implemented IT process improvements and best practice reengineering efforts. This includes all hardware and network infrastructure restructuring guidance, IT-based patient flow processes, wireless implementations, facility expansion projects, and clinic and departmental move efforts. These efforts include but are not limited to: UNC Highgate Specialty Diabetes and Endocrinology Clinic's network topology restructuring and expansion, UNC Medical Information Management's physical department move and department relocation of all EMR patient record scanning processes (Hospital-wide scanning into UNC's EMR application: Webcis), Durham Family Practice (TPN) Clinic relocation, Sanford Specialty Clinic (TPN) phase II expansion, Four County Primary Care (P&A) transfer of Clinic sale (to Maria Parham Medical Center), CCCDP Pediatric Speech Pathology and Audiology Preschool/Clinic integration, and UNC Print Shop expansion.
- Instrumental member in UNC Post-Acute Care (UNC and Rex Home Health, and UNC Hospice) application project migration from an Application Server Provider (ASP) based model (Home Care Home Base, HCHB) to a fully functional, vendor-based Departmental turn-key application solution (Allscripts' Homecare). Designed Enterprise Application infrastructure and IT Operation's Process for entire Allscripts' Implementation Project. Provided application and analytical support for server/database migration, Rex Hospitals and WAN-based application connectivity, Clinical and Administrative staff use of laptops and applications, remote Clinician IT process flow (Verizon Air Cards/MiFi's, Cisco IPSEC and SSL VPN software, and Allscripts' field-mode client software), office/host mode communication, and remote synchronization. Streamlined operations and process flow for the mentioned department's Clinical Staff (RNs, OT's, PT's, Social Workers, SLPs, and Nurse Aids) and Administrative Staff (Billing, Intake, Clinical Supervisors/Managers) working in the field and in disparate locations and networks and providing at-home point-of-care services for UNC Hospitals and Rex Health Care discharged patients.
- Project Managed Midcarolina Homecare Specialists (MCHS is a UNC, WakeMed, and , soon to be, Rex Hospitals Home Infusion and HME joint venture) complete IT infrastructure overhaul. This included application/server/database migration, IT operations and process reengineering, infrastructure streamlining, identifying business requirements and project scope, developing an HME inventory control system and barcode tracking procedure process, developing an EHR guideline and patient records scanning process, and integrating 3rd party back-end application interfaces (e.g. Credit Card processing, Report Tool query software, EDI billing interfaces, McKesson Direct Enteral formulary interface, etc.). Aligned MCHS, UNC Hospitals, and WakeMed Hospital's business practices with Joint Commission (JCAHO) and HIPPA guidelines while integrating business model with CPR+ software back-end functionality.
- Project Managed full-time work-at-home employee program for multiple UNCHS Clinical, Administrative, and Billing Departments, taking into account departmental productivity and ISD best practices (tiered SLA support structure, risk management, HIPPA guidelines, and disaster recovery). Aligned technical resources and business practices to achieve success in all department work-at-home ventures.

Teleflex Medical   RTP, NC
Helpdesk Supervisor/Information Technology Specialist Sr.   Jan 2003 – Jan 2006
Provided day-to-day Information Technology support for Teleflex Medical, Surgical and Medical Products Division (Teleflex Medical is the billion dollar Medical products arm for Fortune 500 Teleflex Inc). Incorporated technology applications and processes to various departments allowing for cohesive business unit functionality. Evaluated new products for multi-company use. Coordinated cross-functional Information Technology processes for eight small business units (SBUs) spread throughout North America and around the world supporting over 6000 employees with over one billion dollars of annual sales revenue.

- Implemented Helpdesk procedure operations during RTP growth and expansion phase. Supervised day-to-day responsibilities and assignments for staff and customer support functions. Provided technical leadership to 1st and 2nd level support. Hired four full-time employees and six contract employees (contract employee length of employment varying). Implemented SLA's, escalation policies, ticket tracking, PC

standardization, and Asset Management procedures. Responsible for ordering new equipment: PCs, laptops, monitors, printers, MFPs, and other technology devices for RTP and other locations. Assisted Manager with budget forecasts, budget management, and vendor contracts. Performed performance reviews, disciplinary write-ups, and fired contractors as necessary.

- Key member of cross-functional acquisition absorption projects team, in charge of consolidating and integrating target acquisition Enterprise Resource Planning (ERP) Systems from acquired companies. During acquisition oriented growth phase, Teleflex Medical needed to quickly absorb all IT functionality of target acquisitions with a critical focus on sales processes and order entry, sales tracking and Customer Relationship Management (CRM) procedures, logistics, inventory, distribution and demand-forecasting control, and other vital back-end processes to its RTP data center warehouse and Customer Service Call Center. Played a key role in the design process, planning, testing, FDA procedure validation, Sarbanes Oxley security auditing, and integration implementations of four acquisition-based ERP consolidation projects: QAD, AS400 BPCS, AS400 PRMS, and SAP. Integrated sales, order entry, billing, collections, manufacturing, and distribution process flow to one Sales Force Department, Customer Service Call Center, Quality Assurance, and Warehouse Distribution Facility. Conferred with technical support personnel and vendors to resolve procedural, operational, and technical problems.
- Implemented Siebel Customer Relationship Management (CRM) software package to entire Teleflex Medical Sales and Marketing Surgical Division. Documented current CRM and contact management processes of multiple sales force SBUs, with each entity having separate sales, order history, and customer tracking methodologies. Coordinated resources from cross-functional teams to allow for process improvement in all aspects of implementation. Produced written technical documents, project proposals (including GAP Analysis, costs, benefits and ROI), instructional documents, design documents, and status reports. Documented project status and reported status to VP of Sales, VP of Marketing, VP of IT, SBU CFOs and SBU GMs keeping them informed of project timeframes, guidelines, and changes. Responsible for both analytical and front-end support to sales and marketing team and customizing/upgrading CRM software to meet future process needs.
- Initiated computer vendor brand standardization (Dell) and computer products vendor purchasing standardization (CDW) across departmental and SBU lines. Conducted all due diligence and discovery from competing brands: IBM, Compaq/HP, Sony, Panasonic, Toshiba, Dell, and Gateway to focus on a single point, IT shared services solution while improving Purchasing economies of scale. Responsible for establishing contract agreements, conducting on-going vendor relationships, and assisted with forecasting budget proposals for all computer related purchasing for calendar fiscal year. Conducted numerous high-profile computer and network/facility expansion departmental rollouts to include, but not limited to: 120 laptop rollout for Surgical Division Sales force, 50 person Engineer and New Product Development facility in Fall River, Massachusetts, 300 personnel new Sterile Manufacturing, Quality Assurance, and Quality Control distribution plant in Laredo, Texas, and 40 person outfitted "Executive Office" in Bannockburn, Illinois. Implemented hardware product lifecycle spans, scheduled phase-out procedures, and conducted purchase initiatives with expired lease agreements.

IBM (Contract Employee Apex Systems)   RTP, NC
Information Technology Consultant (Team Lead)   Nov 2000 – Dec 2002
Team lead for IBM Global Service systems integration division. Met corporate initiatives for incorporating new technological processes to increase workplace productivity. Evaluated support procedures for various migration and integration projects. Implemented procedures through the use of best practices and knowledge networks.

- Increased employee productivity during multimillion-dollar token-ring to Ethernet campus conversion.
- Established new guidelines for OS2 Warp server migrations.
- Generated bi-weekly assessments for on-going team productivity, cross-function departmental work procedures, and management report structure.
- Led weekly team meetings detailing project scope, direction, bottlenecks, and efficiencies.

Goodmark Foods Inc. (ConAgra Foods Subsidiary)   Raleigh, NC
Network Technician   Sept 1999 – Oct 2000
Primary IT liaison for Goodmark Foods processing and manufacturing facility (Goodmark is a subsidiary of ConAgra Foods, the second largest food conglomerate in the United States and Fortune 100 company, with

manufacturing plants in North Carolina, Pennsylvania, and California). Achieved corporate strategies through prudent use of appropriate new technologies and maximized return on technological investments.

- Restructured local area network (LAN) infrastructure on own initiative upgrading token-ring networks to 100MB Ethernet with Gigabyte fiber backbone. Facilitated IT systems processes by integrating Unix, Windows, Novell, Email, and Legacy systems. Created Y2K disaster recovery plan and established IT guidelines gauging, mitigating, and eliminating risks.
- Eliminated legacy Manufacturing System deemed Y2K incompatible and use of token-ring based dumb terminals. Increased operational efficiencies by implementing PC, network, Email, and printer integration. Improved stability by migrating legacy manufacturing system to new Unix-based system.
- Researched and implemented new technology solutions for improved productivity and profitability.

United States Army   Fort Bragg, NC
Information Technology and Communications Specialist   June 1993 – June 1997
Responsible for establishing, supporting, and maintaining computer, network, and telecommunications operations for Battalion Headquarters Company both in garrison and during field operations. Supervised Battalion Headquarters Communication's platoon for one of the United States Army's elite 82nd Airborne Division Units.

- During garrison provided computer setups, hardware/software upgrades, printing services, and basic network communications. Established inventory control and asset allocation procedures to peers, subordinates, and superiors. Responsible for hardware/software procurement, software license agreements, and IT standardization.
- During field operations was responsible for various telecommunications responsibilities. This included SINCGAR radio frequency transmissions, secure channel establishment, equipment maintenance and repair, and telecom field technique analyses.
- Provided subordinates with job performance expectations, ongoing performance evaluations, performance feedback, and professional mentoring.

EDUCATION

University of North Carolina · Chapel Hill, NC · August 1999
Bachelor of Arts Political Science · Economics Concentration

United States Army Officer Candidate School (OCS) · Ft. Bragg, NC · August 2007
Officer Candidate School is the premier Leadership Development School in the United States Armed Forces. Upon graduation, Officer Candidates are accepted as 2nd Lieutenant Commissioned Officers in the United States Army. Successfully completed and graduated from the approximately eighteen month OCS program and am currently serving as an inactive Commissioned Officer in the United States Army Reserves.

ADDITIONAL INFORMATION

Computer Training: U.S. Army Microcomputer Repair course (1994). Comptia A+ course 1998. MCSE Windows NT/2000 1999. CCNA boot camp 2001. Will begin studying for PMP and CPHIMS designation this year.

Hospital Applications: Webcis (UNC EMR), GE Centricity (UNC Practice Management), Sovera (Revenue Cycle), Sovera PFS, CPR+ multi-company (Infusion and HME), ECSS, Web MD, Allscripts' Homecare (UNC Post-Acute Care), Allscripts' Enterprise (TPN Ambulatory Care EHR), Allscripts' PM(TPN Ambulatory Care PM), Med 3000 (UNC Ambulatory Care PM), CPOE, E-Chart, CT Vision, Hyperion, Lawson, R4, McKesson Direct, Siemens A2K/SMS (UNC Inpatient), Press-Ganey, Kronos, Canopy, E-Centaurus, HCHB, SHP, Medicare/Medicaid OASIS billing, HH-CAHPS, LVM Healthcare Call Center, Speech Pathology/Audiology software, GE Pulmonary, PACS Imaging, GE Cardio PACS, OPIE, Dorado/Laborie, and various Diabetes meter and pump software.

Interests: Youth counselor for at-risk teenagers for over three years. Volunteered as a home health caregiver to an elderly couple over the age of 80 for three years (which turned into a paid position). I also enjoy exercising, traveling, home improvement, and participating in Leadership and Management seminars.

References: available upon request.