

Client Name

Client Success & Account Director Profile

Accomplished and results-driven professional with extensive experience in delivering comprehensive service solutions for healthcare IT to enhance operational efficiency and foster client relationships. Excel in implementing robust support systems, driving sales/operational efficiency and enhancing service delivery through comprehensive system implementations. Instrumental in aligning technical solutions with healthcare providers' clinical and financial needs to improve outcomes and operational effectiveness. Proven ability to navigate the complex intersections of IT operations, client success, and product management within the healthcare sector to drive significant business outcomes and client satisfaction. Technically proficient in Microsoft Project and Office Suite.

Areas of Expertise

- Healthcare IT Project Management
- Strategic Planning
- Process Improvement
- Client Relationship Management
- Team Leadership/Building
- Regulatory Compliance
- Change Management
- Performance Metrics & Reporting
- Healthcare IT Solutions Delivery

Professional Experience

Oracle Cerner, Virtual
Director, Services Success Partner

2022 – 2024

Ensured comprehensive service delivery and implementation for clinical, financial, health network, and technical domains for multi-facility clients. Managed client relationships, addressed escalations, and resolved critical issues through decisive action plan development. Led strategic client planning and roadmap events, while collaborating with client leadership to align with long-term objectives. Facilitated onboarding of clients to new service offerings, such as Upgrade Managed Services, Application Managed Services, and Remote Hosting Data Center Migrations. Drove initiatives to optimize clinical and financial processes to enhance operational efficiency within client organizations.

- Raised executive NPS score by 17 points by fostering key relationships with client IT leadership and aligning strategic roadmaps with client visions.
- Onboarded clients to new services, streamlining their transition to upgraded and managed service platforms.
- Led performance improvement assessments that resulted in \$5M+ in professional services fees by optimizing EMR configurations.
- Spearheaded solution sales activities that contributed to revenue growth by collaborating with marketing, product development, and customer success teams.
- Presented Oracle performance service metrics to client C-suite, highlighting value attainment, program risks, and operational enhancements during quarterly business review meetings.

Oracle Cerner, Virtual
Consulting Executive

2017 – 2022

Aligned IT projects with strategic roadmaps, ensuring meticulous execution and adherence to planned objectives. Collaborated with client's Value Creation Office to monitor project metrics, tracking benefits and ROI for stakeholders. Managed consulting services for a major client, overseeing 8 acute facilities and 100+ outpatient locations. Led a dedicated team of six, supporting client growth initiatives through implementation, post-launch support, and ongoing services. Managed program to transition legacy lab systems to Cerner PathNet, encompassing Anatomic Pathology, GenLab, Microbiology, and Infection Control applications. Drove EMR assessments for Urgent Cares, proposing solutions to enhance clinical efficiency and patient throughput.

- Oversaw Covid-19 patient portal enhancements program, resulting in an 18% increase in portal traffic within the first three months by integrating Vaccine Passport QR codes and printable lab results.
- Led successful deployment of Cerner CareAware Connect mobile applications, ensuring HIPAA-compliant provider communication through secure texting.
- Spearheaded the implementation of a new laboratory system across multiple applications, significantly enhancing operational efficiency and compliance.

Managed IT Project Management Office, while aligning new project requests with strategic roadmap and regulatory requirements. Oversaw Service Level Agreements and key operational metrics, including application issues, system performance, and help desk call volumes. Reported critical data and progress during quarterly business review meetings to the leadership team. Coordinated IT intake processes to ensure effective project prioritization and alignment with the client's fiscal budget operations. Spearheaded comprehensive system upgrades and managed project teams for successful implementation across multiple healthcare domains.

- Led Model Alignment Program, updating Millennium domains to current best practices, ensuring system modernization and enhanced functionality.
- Reduced support backlog by 22% through targeted team interventions and detailed root cause analysis, improving service efficiency and client satisfaction.
- Awarded Client Achievement for reducing Ambulatory Physician Time in EMR by 4 minutes, significantly enhancing user experience and productivity.
- Orchestrated two full Millennium system upgrades, leveraging Cerner Upgrade Center and Application Management Services for seamless transitions.
- Directed project teams in transitioning client from legacy lab system to Cerner PathNet, encompassing all laboratory applications and bolstering operational efficiency.

Oversaw technical and clinical IT teams as IT Director, ensuring comprehensive support throughout the health system. Collaborated with COO and CFO to pinpoint technology needs and integrated them into the budget and strategic planning. Acted as the escalation point for all IT and Cerner-related issues for C-suite executives and key physician groups. Oversaw Service Level Agreements and key IT Operational metrics, including application issues, system performance, and help desk call volumes. Facilitated technology transitions and systems integrations during organizational changes, such as acquisitions and strategic roadmap developments.

- Led the project implementation teams in the conversion of Ambulatory Scheduling, Dynamic Documentation, Dragon Medical One, ED Optimization, and Physician Playbooks.
- Directed the strategic IT initiative for the implementation of a Level 2 trauma center, including the development of specialty content and a training program for medical staff.
- Ensured compliance with regulatory standards and Meaningful Use criteria, securing over \$1.2M in incentive funds.
- Guided Citrus Memorial through the Hospital Corporation of America (HCA) acquisition, managing IT staff transition and the installation of HCA Revenue Cycle and core IT systems.
- Maintained operational excellence in IT service delivery to achieve significant improvements in system performance and help desk call resolution.

Additional Experience

Consulting Methodology Leader, Senior Manager, Oracle Cerner Consulting, Kansas City, MO

Education

Bachelor of Science in Management Information Systems
Florida State University, FL

Licenses & Certifications

Agile Bootcamp 2012

Information Technology Infrastructure Library (ITIL) – Foundations

Cerner Millennium Certification (Foundations, Core, Orders, FirstNet)