Charlie Kesinger PhD.

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Accomplished Transformational and Servant Leader with 21 years of distinguished performance who is values driven. Portfolio of achievements includes increasing revenue, driving profit growth and improving brand awareness. Extensive background encompassing exceptional work ethic and commitment to organizational objectives. Proactive leader, team builder and strategic planner with ability to hire, train and motivate top performers.

PhD. specializing in Organizational Leadership – (Northcentral University), High Impact Leadership, (Cambridge University UK), Master of Science - Medical Informatics (Northwestern University).

- P&L Management/Budget Planning
- ITIL - Policy Planning and Implementation
- Featured appearances on CBS, KUSI, & FOX TV as Technology expert
- Regulatory audits, compliance, & policy mgmt.
- International Project & Business Management
- New Product SDLC (Concept to Delivery)
- Information Technology/Cloud Management
- Offshore team management
- Lifecycle management (SDLC)

Executive Experience

- Chief Officer   (17 + Years)
- Senior IT Leadership   (20 + Years)
- Healthcare IT/Life Science (14 + Years)
- Team Development   (23 + Years)

Education
High Impact Leadership, Cambridge University – Cambridge, UK
Ph.D. in Business Administration – Organizational Leadership**, Northcentral University –** San Diego, CA
Master of Science - Medical Informatics**, Northwestern University –** Chicago, IL
Bachelor of Science - Business Management, **Phoenix University –** San Diego, CA
Associates - Colorado Mountain College – Steamboat Springs, CO

Regulatory Experience
CFR 21, 45 CFR 46 (Life Science), 42 CFR Part 71.21 (Maritime), 45 CFR Part 170 (Healthcare), GDPR, FDA, ONC, HIPPA, SOX, ISO, CAPP, CLIA, GxP, GmP, CSV, and CDC.

Information Technology and Project Management Certifications
ITIL, High Impact Leadership, MCSE, MCT, MCSA, MCP, MCDBA, CompTIA A+ N+, CIW, CNE, CNI, CNA, NCT, CTT+

Business Certifications
- Human Research - Collaborative Institutional Training Initiative
- California Department of Consumer Affairs – Executive Director License
- California Bureau for Private Postsecondary and Vocational Education – Teaching License

Professional Experience:

Inivata, Morrisville, NC
Chief Information Officer   12/2018 – Current

Inivata delivers cutting edge ctDNA analysis for oncologists to detect cancer, stratify patients, and monitor individual response to treatment. Inivata provides a non-invasive **liquid biopsy** offering a revolution in cancer detection, monitoring and treatment, providing the potential for frequent tumor profiling and a more personalized approach to cancer care.

- Currently lead an international high performing IT operations group supporting product delivery from early stage (R&D) to commercial access.
- Exceeded budget expectations and annual corporate objectives.

- Lead international and national IT and business operations exceeding ISO and GxP industry standards.
- Deliver corporate savings through improved vendor relations and contract negations.
- Developed and implemented corporate change management and release management systems.
- Executive sponsor of corporate culture.
- Deliver validated business solutions. (Life Science/Biopharma/Healthcare)

D-Wise, Morrisville, NC
Director of Information Technology/Compliance Committee Lead   01/2015 – 03/2018

D-Wise is a technology leader empowering world-class life science and healthcare organizations to solve business optimization challenges. D-Wise helps partners rapidly harness and leverage data as well as integrate systems and processes to gain competitive advantage.

Sub-list of client systems I managed IT operations for in both the U.S. and UK: **Lab Corp, Chiltren, Jazz, Covance, United Therapeutics, Celgene, Abbvie, Daiichi-Sanyo, Takeda, AstraZeneca.**

- Developed, managed, and deployed validated IQ/OQ/PQ regulated infrastructure deployments. architected these deployments included but were not limited it Dell blades servers/storage, EMC Isilon & Tintri Storage, Cisco routers and security equipment, VMWare, SAS analytics, Oracle, Citrix, Ericom, and intrusion detection, third-party pen testing, and 24 X 7 monitoring and support system.
- Developed and implemented corporate strategy for team acceptance of technology expanding into both UK and additional US locations. Department and team coaching was provided to my team following a values-based approach designed by myself to help reach member of the team reach elevated level of both personal and professional performance.
- Established new IT vertical combining international teams increasing responsibility greater than 450%. Create department standards and SOP's to meet the international guidelines for GDPR, HIPPA, and Safe Harbor.
- Reduce risk in IT by leveraging human capital, automation, and dashboards. Incorporated system such as, but not limited to ZenDesk, Box, Solarwinds, vCenter, Zenifits, Tintri, & OWASP.
- Improved outbound communications by implementing dashboards, pipelines, and accountability tracking systems. These included stoplight reports (Red, Yellow, & Green) tracking for projects and initiatives, real time tracking (55-inch TV's) for alerts and web driven portals for analytics.
- Managed and supported international and national quality assurance audits through leading internal and external audits and policy management. Audits included onsite (corporate location), data centers, remote visits with vendors, and online. (CFR 21, GDPR, FDA, HIPPA, SOX, ISO)
- Created and managed elevated standards for organizational values as an HR business partner.

The Kesinger Group, Cary, NC
President/Author/Coach (LLC I own for publishing, and coaching)   06/2014 – Current

The Kesinger Group is a consulting organization focusing on human capital, technology, and publishing.

- Coach and mentor individuals on values driven goals. Values are both organizational and personal. I focus on alignment and supporting differences to create a diverse environment.
- Publish books and research offering guidance in business and life lessons. Leading with the heart and giving back to other by delivering business and life lessons in easy to digest forms.

Medsolutions, Franklin, TN
Director of IT Excellence & Reliability   12/2012 - 05/2014

Medsolutions is a billion-dollar healthcare-based decision support organization utilizing proprietary pre-authentication algorithms aiding in cost control, fraud detection, and medical decision support (aquired by Cigna). I managed the daily operations of nine departments (**Quality Assurance, User Acceptance Testing, Transition Planning and Support (Production Control, Change Control, Data file Management, and Application Management), Release and Deployment, Configurations, Project Delivery (Project**

Management, Business Analysis) plus two different offshore organizations while overseeing the redesign of corporate structure to align with ITIL.

- Successfully established new IT vertical combining departments from four different towers providing a streamlined transition plan for successful product delivery. The Delivery team was made up of nine departments which supported the developers in testing and delivering custom code in .NET, C, Peoplesoft, SQL, Python, and others.

- Directly influenced lost production time by decreasing application support issues during post go lives and deployments as well as reduced the amount of time the production environment was placed at risk. This was accomplished by properly managing alpha and staging environments as well as automating deployment controls removing most human errors.

- Turned around an underperforming Quality Assurance and User Acceptance Testing process, redefining policies, procedures, and accountability while aligning two different offshore companies. This was a complete redesign of a QA process for a 1-billion-dollar organization.

- Defined and deployed new Change Management, Configurations, Release and Deployment departments based on ITIL Service Transition. This was managed by implementing Cherwell change management software systems.

- Managed a large team of Project Managers (PM) and Business Analysis (BA) to successfully meet targeted goals with project in 1.5+ million-dollar range.

- Greatly increased productivity (65%) of the Data File Management "extract, transform, load (ETL)" with the use of process improvement and automation.

Emergisoft, Arlington, TX   05/2007 – 11/2011
Chief Operating Officer   05/2009 - 11/2011
Director of Information Technology   05/2007 - 05/2009

Emergisoft was a healthcare based electronic medical records company utilizing enterprise datacenters and cloud (SaaS) computing technology where I managed the daily operations of eight departments and all corporate operational business, while overseeing the corporate datacenter operations, and providing international collaboration and guidance. Previously served as Director of Information Technology.

As **Chief Operating Officer**

- Established a new revenue channel by developing and deploying new product lines in healthcare as well as an additional business specialization. Created the idea of a new product and led this product from initial development to deployment and sales cycles "Emergisoft Maritime" a nautical software system linking medical facilities at sea. This new product line was key to our acquisition.

- Directly contributed to lowering the cost structure by 37% and reducing cash burn rate by 73%. Turned around an underperforming organization, by renegotiating vendor agreements, redefining procedures, policies, and establishing positive forward momentum.

- Redefined organizational and accountability structure. Improved culture, employee relations and utilization thus ensuring that organizational goals are prioritized, resourced, well managed, and accomplished business objectives.

- Recaptured 78% of building, infrastructure, and utilities by renegotiation of contracts and reorganizing of operating procedures.

- Improved corporate data center by reducing physical server farm by 80% leveraging VMware, Cisco, Microsoft, and Oracle technologies added by the cloud (Amazon AWS and Microsoft Azure) to improve stability, security, efficiency, and licensing.

*** *All financial percentages came from the 2010 and 2011 financials.*

As **Director of Information Technology**

- Successfully Implemented Cloud (Amazon AWS and Microsoft Azure) based solutions for a national healthcare system.

- Project Lead/Sponsor for international implementations of cloud-based software for international Projects. (Turkey, Greece, Canadian, Mexico, Italy, Germany, England, Russia)
- Defined projects, and allocated Project Managers to ensure proper utilization of staff and insuring ultimate success and acceptance of the products on or below budget.
- Lead Quality Assurance (QA), and User Acceptance Testing (UAT) through workflow design for enterprise and cloud-based applications.
- Managed the vendor relations providing concise information up to senior leadership.

MicroSkills, San Diego, CA   02/2001- 10/2006
Chief Operating Officer/ Executive Director
Director of Information Technology

I managed the operations and daily activities of ten departments ensuring adherence to ethical business practices, timely project management and state and federal regulatory laws. Also, previously served as Director of Information Technology. Implemented key changes with the management team, which led to a significant improvement in many of the company's operating efficiencies

As **Chief Operating Officer/Executive Director**

- Total operating expenses were improved by 23% from previous years financials.
- Lowered business attrition thereby improving recognized income by more than 9% from previous years.
- Reduced employee expenses by more than 12% through better utilization of scheduling.
- Streamlined the IT department through the implementation of new technology, revised policies and procedures, improved documentation practices; all of which contributed to a savings of 38%.
- Improved employee training in customer service and implemented a responsibility program resulting in a 23% increase in customer retention.
- Restructured marketing operations to provide a 45% savings from the previous year while increasing company exposure through more efficiently negotiated contracts.
- Attained Gold Partnership status with Microsoft (Highest Level of service).

Also served as a subject matter expert on CBS, KUSI, and FOX TV for new technology's and provided consumer information on laws, viruses, events and general information pertaining to the Technology industry.

*** All financial percentages came from the 2006 audited financials.

Awards, Volunteering, Continuing Education and Associations

- **International Business Honor Society, Delta Mu Delta – Ph.D.** Northcentral University Lambda Eta
- **Mayors Award of Appreciation –** From Mayor John Mieke, Skagway Alaska.
- **Safety Committee Lead:** Monitored Holland American Cruise lines best practices for SE Alaska.
- **Volunteer:** Skagway Fire Department, and Emergency Medical Services.
- **Volunteer:** State of Alaska Search and Rescue team & Recovery Swimmer.
- **Teacher of the Year & Instructor of the Month: (multiple times).**
- **Advisory Board**: Microskills San Diego, CA.
- **Compliance Committee member:** MoneyLine Lending services, compliance auditing for twenty-eight banks and lending institutions.
- **Freemason** Texas Lodges #428, and #582, **York Rite** Texas Chapter #376 **Council** Texas **Grand Commandery Knights Templar** Lodge#314