

Accomplished Servant and Transformational 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 encompasses exceptional work ethic and commitment to organizational objectives. Proactive leader, team builder and strategic planner with ability to hire, train and motivate top performers.

Ph.D 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)
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Executive Experience

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

Inivata , Morrisville, NC	Chief Information Officer	12/2018 – Current
D-Wise , Morrisville, NC	Director of IT/Compliance Committee Lead	01/2015 – 03/2018
The Kesinger Group , Cary, NC	Author/Coach	06/2014 – Current
Medsolutions , Franklin, TN	Director of IT Excellence & Reliability	12/2012 – 05/2014
Emergisoft , Arlington, TX	Chief Operating Officer	05/2007 – 05/2011
MicroSkills , San Diego, CA	Chief Operating Officer/Executive Director	02/2001 – 10/2006

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, 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
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Chief Information Officer/ Chief Operating Officer

- Established new IT vertical combining international teams.
- Created department standards and SOP's to meet international guidelines for GDPR, HIPPA, FDA, and Safe Harbor.

- 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.
- Total operating expenses were improved by 23% from previous years financials.
- 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.
- Lowered business attrition thereby improving recognized income by more than 9%.
- 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, and improved documentation practices, 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 two-million-dollar marketing operations to provide a 45% savings from the previous year while increasing company exposure through more efficiently negotiated contracts.

Director/ Head of IT

- Turned around an underperforming Quality Assurance (QA) and User Acceptance Testing (UAT) 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.
- Developed, managed, and deployed validated IQ/OQ/PQ regulated infrastructure deployments. architected deployments included but were not limited to 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.
- Reduce risk in IT by leveraging human capital, automation, and dashboards. Incorporated system such as, but not limited to Salesforce, Netsuite, ZenDesk, Box, Solarwinds, and vCenter.
- 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, GxP)
- 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.
- 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 13+ million-dollar range.

Awards, Volunteering, Continuing Education and Associations

- **International Business Honor Society, Delta Mu Delta – Ph.D** Northcentral University Lambda Eta
- **Advisory Board:** Microskills San Diego, CA.
- **Mayors Award of Appreciation** – From Mayor John Mieke, Skagway Alaska.
- **Volunteer:** Skagway Fire Department, and Emergency Medical Services, Search and Rescue team
- **Safety Committee Lead:** Holland American Cruise lines
- **Teacher of the Year & Instructor of the Month:** (multiple times) New Horizons.
- **Freemason** Texas Lodges #428; #582 **York Rite** Texas Chapter #376; **Council** Texas; **Grand Commandery Knights Templar** Lodge#314