

## Summary

Tenured servant leader who drives organizational effectiveness through business and digital transformation; accelerating time to value through deep technical knowledge, research, data analytics, business process and operational maturity modeling together with innovative use of SAFe® Agile, human-centered and design led approaches to incorporate user context and ongoing learning for the creation of value.

- A servant leader who develops collaborative relationships, passionate about building organizational capabilities with an ability to see implications from a unique perspective and turn them into opportunities to meet challenging corporate objectives.
- Track record of leading domestic and global teams, managing business partners and directing continuous improvements to elevate strategic positioning and ensure projects are completed with agility, within budget constraints and with consistent quality.
- Resilience executive with more than 3 decades of experience blending technology and business strategies to safeguard human lives, protect brands, de-risk finances, and improve sustainability.
- Creative talent with demonstrated strength in producing effective communications, presentations, events, and training to equip teams and clients for success.

## Career Highlights:

- Taking a human centered design approach to clinical workflow analysis, designed and implemented the first behavioral/correctional health EHR in Michigan.
- Redesigned Healthcare Delivery Organization's continuity management program and capabilities using SAFe™ Lean Agile methodologies to accelerate all stages of continuity and disaster recovery pre-planning, planning and post-transition activities for healthcare system. Improved velocity by 33%.
- Managed branch operations of a multi-million-dollar technical training & services organization with full P&L responsibility, achieving consistent profitability benchmarks.
- Shared CIO (Virtual/vCIO) providing strategic alignment and technology planning services to clients in multiple industries producing transformational business results including design and implementation of healthcare/scientific solutions to improve organizational effectiveness.
- Built 'PartnerPlay' channel program and developed strategic alliances with key business development and technical partners in healthcare and cloud – building an opportunity development pipeline from \$0 to \$2.8 Million in Cloud Consulting and Healthcare Services within months.
- Developed products and practices into profit centers that revolutionized go to market capabilities to capture new consulting and recurring services business.
- Design and management of multiple successful global projects including infrastructure implementation and modernization, 'Follow the Sun' application development efforts, player analytics and loyalty program, managed service-global service desk migration, and on-prem to cloud migrations.
- Published author and thought leader with several business and non-business works, including three books, multiple articles, whitepapers, and other artifacts.
- Created and managed progressive user experience events to P&L expectations, setting vision and theme based on leading edge industry trends – grew technology Solutions Expo from 5 vendors and 60 attendees to 36 vendors and over 300 attendees driving new business growth with positive vendor proceeds.
- Developed collaborative relationships with others across the globe who are passionate about innovation – working with amazing teams on opportunities to solve challenging organizational issues and improve value creation. Led high-performance and dedicated teams to meet and exceed their professional objectives, while delighting clients - and having fun along the way.

## Experience

### OneOme

#### Sr. Technology Strategist & SCRUM Master

Contract

2022-

Grand Rapids, Michigan (Remote)

Agile advisory and support for clinical development, DevSecOps, and product teams to advance new and existing pharmacogenetics software solutions. Develop strategic gap analysis between new products and current technologies and processes. Map software requirements to infrastructure and process enablers. Lead program planning and iteration execution. Design process flows and map data objects to design new Provider and Patient Portal solution in Salesforce Community Cloud. Oversee object mapping to enable data passage from SFDC to the OneOme API. Design query logic for data analytics and metric reporting together with dataops team and data scientists.

### OST (Open Systems Technologies) – a Koniag Company

#### Sr. Technology Strategist

Senior Consultant/Solution Development/Service Architecture

Global Enterprise Solutions & Healthcare Teams

2019 – 2023

Grand Rapids, Michigan (Remote)

Advisory services focused on creating value and momentum for enterprises navigating digital and organizational change. Bridging gaps and collaborating to help stakeholders and users balance risk and reward, break down silos, and accelerate problem-solving.

#### Strategic Business Development Manager

September 2014 – 2019

Built resale/referral partnerships and channel program (PartnerPlay) focused on channel growth and opportunities within healthcare technology (specialty in Epic EHR), 'X as a Service' Architecture and Hybrid IT solutions. Present to customers and train partners nationwide using principles of human-centered and adult-learning instructional design. Developed and delivered solution and sales tools and training both internal and external.

### Trivalent Group

#### Vice President of Market Development

October 2004 – September 2014

Grandville, MI

Led strategic planning efforts for marketing and new solution development. Launched new major product solutions, including private cloud solutions, service desk, managed services (i.e. managed networks, portfolio concierge), disaster recovery and continuity services (BIASurvivor, managed backups), operational and strategic technical assessments.

Special Project – EMR/EPM Implementation

#### Cherry Street Health Services/Proaction Behavioral Health

Design and build innovative solution for combined behavioral, substance abuse, employee assistance center, correctional and FQHC electronic health records using NextGen software.

#### Vice President of Recurring Revenue

Developed Managed Services practice – transitioned organization from break fix and project-based solution provider with variable services and traditional VAR business model to a recurring services model.

**CNG**, Sr. Product Manager/Global Program Manager

**Productivity Point International**, Training and Operations Manager/Technical Trainer (MCT)

**Humanco**, Human Resource and Compensation Principal

Additional experience available on request

## EDUCATION

<b>Western Michigan University</b>	Certifications:
<b>Bachelor's Degree</b>	<b>Productivity Point International</b>
Social Psychology (BS Sociology) Communications Secondary Education Certification (Social Sciences) <b>Honors College</b>	<b>Microsoft Certified Technical Trainer (MCT)</b> <b>Microsoft Certified Systems Engineer (MCSE-Legacy)</b> <b>Microsoft Office User Specialist (MOUS)</b>
<b>Stanford University d.school</b>	<b>Disaster Recovery Institute International</b>
Design Thinking Virtual Crash Course <ul style="list-style-type: none"> <li>• Design Thinking Bootleg</li> <li>• How to Kick-off a Design Thinking Crash Course</li> </ul>	<b>Certified Business Continuity Planner (CBCP)</b> <b>Certified Health Practice Continuity Planner (CHPCP)</b> Epidemiology Course Organizational Resilience (UK) – BoE/DORA Regulations
<b>OST University</b>	<b>Other Training and Certification</b>
SAFe® Product Owner/ Product Manager SAFe® SCRUM Master SAFe® Advanced SCRUM Master SAFe® for Teams Elevate Leadership Cohort 5* Hurley Business Writing	<b>AWS Business Accreditation</b> <b>ITIL Foundations</b> <b>Sandler Sales Mastery</b> Challenger Sales (CEB/Microsoft) <b>XIOtech Sales Professional</b> <b>Cisco Sales Professional</b> <b>Citrix Certified Sales Professional</b> <b>nVidia Certified Sales Professional</b> Alterian Analytics Platform
<b>Leaders of Awesomeness (Center Centre)</b>	<b>Safe Sports Certified</b>
Persuasive UX Metrics intensive	

\*The Leadership Circle and Gallup Strengths Finders Profiles Available