

(Name Withheld)

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HEALTHCARE TECHNOLOGY & SOFTWARE DEVELOPMENT EXECUTIVE

Strong record of success in providing technology vision and leadership. Extensive experience in developing and implementing pacesetter, robust IT architectures and infrastructures that result in organizational innovation and high performance.

Proven skills in planning and implementing enterprise information systems that support distributed and centralized clinical and business operations. Demonstrated success in applying IT solutions to solve business issues while maximizing effectiveness and minimizing cost. Full responsibility for P&L, multi-million dollar budgets and staff management with demonstrated profitability.

CORE EXECUTIVE STRENGTHS

- Strategic Visioning & Planning
- Planning & Policy Development
- Project Management / Leadership
- Budgeting & Cost Control
- Vendor Negotiations & Relations
- Software Development & Implementation
- Systems Administration & Reporting
- Electronic Commerce Strategy (EDI)
- Staff Management & Development
- Strong Grasp of Key Business Issues in Healthcare

PROFESSIONAL EXPERIENCE

Blue Cross & Blue Shield of Rhode Island, Providence, Rhode Island
ITS Program Manager (ITS 10.2/Line Item Expansion/Blue2)

May 2008 to Present

Lead the planning, design and implementation of all ITS Association-related products for BCBS/RI. Evaluate, plan, develop, implement and manage operational/technical processes and/or process improvements in support of LRSP. Contribute subject matter expertise. Manage \$2.5 million budget and 20-person staff.

- Direct the implementation of the BCBS Association's ITS 10.2 and Blue2 3.1 releases.
- Implement, configure and support BCBS Association applications and interfaces.
- Manage and facilitate the design and strategy for integration into front end, adjudication and back-end processes.
- Oversee maintenance and delivery of all project management artifacts.

HMSA Blue Cross and Blue Shield of Hawaii, Honolulu, Hawaii
Sr. Project Manager

November 2007 to May 2008

Oversaw day-to-day execution of assigned QNXT projects, including project plans, resources and deliverables. Evaluated, developed and drove new efficiencies and re-engineered internal control processes and practices. Identified and developed management policies and procedures for key QNXT systems. Managed \$3.5 million budget and 40-person staff.

- Identified, planned, developed and managed infrastructure enhancements to support initial production, ongoing maintenance and reporting protocols and tools for EDI transactions.
- Managed the migration of core transactions to HIPAA-compliant formats and maintained smooth transaction flow as formats changed over time (BlueExchange, NPI, EDI).
- Analyzed and defined business goals, objectives, needs, processes and requirements for various system changes
- Recommended system enhancements, new system developments and business process changes as appropriate. .

PROFESSIONAL EXPERIENCE (Continued)

**WellCare Health Plans, Tampa, Florida
Medicare Program Manager**

June 2007 to November 2007

Provided executive leadership to WellCare's Medicare HMO program. Directed all strategic IT analysis, planning and implementations. Engineered turnaround of IT performance and service levels, successfully transforming IT into a strategic business unit. Managed multiple large-scale projects on-time and within budget. Oversaw budgeting, design and support of all technology for the Medicare program. Managed \$2.5 million budget and 60-person staff.

- Served on leadership team that evaluated and implemented technology standards for full HIPAA compliance.
- Directed tech support, software development, Internet and Oracle operations for WellCare's largest business unit.
- Solved week-long average help desk backlog by attaining 90% responsiveness within the same day.
- Implemented and managed new technologies successfully, including Internet and extranet sites for customers.
- Established, communicated and monitored enterprise-wide portfolio and project management processes.
- Managed SOX compliance, MMC audit processes, and delivery and responses to RFP's and RFI's.
- Increased productivity through application re-engineering, development and deployment.

**Blue Cross & Blue Shield of North Carolina, Durham, N.C.
Sr. Project Consultant**

September 2004 to May 2007

Managed delivery of all HIPAA and NPI projects. Provided project leadership to assess and determine impact of HIPAA and BCBS Association mandates (Blue Exchange) on existing systems. Managed technical design, development and implementation of HIPAA changes to legacy systems to comply with EDI requirements. Oversaw \$2 million budget and 20-person staff.

- Identified, planned, developed and implemented a number of new services; applied industry best practices in providing high-quality IT services to the organization.
- Designed and implemented a knowledge management function to improve leveraging of intellectual capital.
- Established a web asset steering committee to define technology standards and branding standards for all client-facing, non-participant web assets.

**Kaiser Permanente, Dallas, Texas
Solutions Design Consultant**

July 2004–September 2004

Directed the prioritization of deliverables for customer solutions in accordance with CDP (Comprehensive Delivery Framework). Oversaw delivery of the Electronic Data Management Project (EDM)—Kaiser's automated enrollment process improvement project. Managed \$4 million budget and 10-person staff.

- Performed primary oversight of EDI portion of the EDM project (Ansi x12 834 820).
- Facilitated delivery of the Recon Tracking System (Kaiser's group bill reconciliation process improvement project).
- Managed the reconciliation portion of the Recon Tracking System from a solutions design perspective.

**SeeBeyond, Redwood Shores, California
Director of Business System Development-Consulting**

June 2002–June 2004

Coordinated and led multi-disciplinary technical teams using current project management methodologies and tools to ensure successful on-time application implementation. Assisted clients and vendors with implementing processes such as Just In Time (JIT) delivery and flow management of electronic transactions (EBFM Electronic Business Flow Management). Managed 20-person staff and \$4 million budget.

- Navigate complexities of EDI implementation in assisting clients with defining trading partner relationships and data integration with supporting business application systems.

PROFESSIONAL EXPERIENCE (Continued)

- Assisted clients (AT&T, IBM, Oracle) with negotiating contracts for obtaining software, hardware and services.
- Assisted clients with control and management of both inbound and outbound information flow through an EDI mechanism, using Value Added Networks (VAN) and IP Internet communications.
- Played key role in creating training center management elements to improve business development/sales training; these included a user manual, training policies, seminars, demos and business presentations.
- Coordinated with clients on key objectives concerning systems integration (EAI) projects (CRM, Healthcare and HIPAA-related projects).
- Advised clients on impacts of HHS regulatory developments and HIPAA Privacy and Security rules and projects.
- Facilitated project management/status meetings with executive management, QA, end users and development teams.

Blue Cross Blue Shield of Illinois, Chicago, Illinois **Director of Applied Technologies**

July 2000 to June 2002

Spearheaded the delivery of BlueExchange and Blue Cross Blue Shield Association's B2B Infrastructure service. Oversaw BCBSA membership and billing system migration from IBM mainframe to Sun client server environment. Managed \$30 million budget and 120-person staff.

- Implemented project management processes and controls along with quality assurance standards for HIPAA projects.
- Monitored and evaluated impact of regulatory developments (HHS) and HIPAA Security/Privacy rules on projects.
- Planned, developed and implemented a national e-logistics strategy for all Blue Cross Blue Shield Licensees.
- Managed negotiations and contracts with key partners, including AT&T, IBM, Oracle and Vitria.
- Recruiting all technical staff and conducted performance and compensation reviews

Blue Cross & Blue Shield of Florida/Georgia/Nebraska **Senior Systems Management Consultant**

July 1991 to June 2000

Directed activities of senior and mid-level staff in developing and implementing corporate business systems. Managed \$4 million budget and 10-person staff.

- Oversaw several large project budgets; performed cost benefit analyses.
- Planned, developed, implemented and managed several healthcare business systems.
- Facilitated project management status meetings with end users and development teams.
- Recruited staff and conducted performance and compensation reviews.

EDUCATION / CERTIFICATIONS

- **Bachelor of Science Degree**, Information Technology, University of Georgia, Athens, Georgia, 1984.
- **PMT Certification** – expected February 2009.

TECHNICAL STRENGTHS

QNXT, Mercator, BizTalk, MQ Series, SeeBeyond, Vitria, Diamond, JavaScript, Java and Web Graphics, HTML coding and automation, Lotus Notes, Microsoft Exchange, Internet Information Server, Explorer, Navigator, DNS, DHCP, Wins, RAS, Cold Fusion, Internets and Extranets, Adobe, Apache, XML, Microsoft Project, RUP, PMI.