

Experienced Information Technology Executive

- Strategic Planning • Full Life Cycle Project Management • Business Continuity/Disaster Recovery • Regulatory Compliance
- Six Sigma/TQM • Change Management • Restructuring/Turnarounds • Team Development • Acquisition Integration

IT leader with over twenty years of health care industry experience spanning start-ups to Fortune 500 in a variety of industries. Proven track record elevating organizations to global competitiveness through application of technology, aligning IT with business needs, and transforming IT from cost center to value added services. Extensive training and experience in QA, strategic planning, business process reengineering, and project leadership supported by BSME, MBA (Finance), MS in Software Engineering, PMP certification, and certifications as TQM and Six Sigma Coach/Trainer. Knowledgeable in CLIA, Sarbanes-Oxley (SOX), and 21CFR Part 11. Experience managing organizations with over 300 people, managing IT operating budgets over \$12M and large-scale enterprise IT infrastructures in high transaction volume settings.

- Managed IT integration of 4 large-scale, multi-location acquisitions for Fortune 500 clinical laboratory services provider.
- Created high availability, high throughput IT environment to effectively handle 25 million global transactions per day.
- Turned around IT function to support rapid growth, retooling department and replacing obsolete legacy technologies.

Professional Experience

CMI Energy, Erie, PA

2012-present

SENIOR PROJECT MANAGER - Using Project Management skill set to complete global Heat Recovery Steam Generators in five locations around the globe

Foundation Medicine, Cambridge MA

2011-2012

VICE PRESIDENT, INFORMATION TECHNOLOGY - Completed design specification for new LIMS; built LIMS implementation team; delivered LIMS through User Acceptance testing

NeoGenomics, Ft. Myers, Florida

2009-2011

DIRECTOR, INFORMATION TECHNOLOGY - Purchased, customized and implemented new LIMS in record time. Responsible for all aspects of Information technology, including infrastructure, telecommunications, custom software development, vendor management, and project management.

Quest Diagnostics, Hospital Services, San Juan Capistrano, CA

2005-2009

REGIONAL IT DIRECTOR – HOSPITAL SERVICES - Recruited based on reputation as change agent combined with industry IT experience and pharmaceutical background, accepted charter to lead move from outdated to new technology and upgrade/improve responsiveness of IT team for this company poised for change and dramatic growth. Reporting to SVP Diagnostic Systems and Services with 10 direct/300 indirect reports, manage all IT operational, financial, and HR functions, technology strategy development, full software development life cycle, and IT infrastructure including call/data centers. Manage \$15M operating/\$9.5M capital/\$2.3M project budgets. Guided IT organization through M&A's, drove revenues with development of new product, created/executed strategies to substantially reduce IT costs, and streamlined processes to dramatically decrease development lead times while maintaining 99% availability in 25 million transactions per day environment:

- **Developed/executed technology migration strategies for 4 large-scale, multi-location acquisitions** while meeting all cost savings expectations, including \$22M merger with largest clinical laboratory. Worked on planning and execution with outside consultants; structured budgets and project timelines. Standardized 1,200-test code database across 33 regional labs.
- **Transformed and reorganized IT department** as part of enterprise-wide restructuring, eliminating entire layer of management, bringing in IT talent with leading edge skills, and organizing international staff into functional areas. Identified functions for outsourcing and led negotiations with foreign/domestic governments for call and data centers, gaining 40% savings over 2 years. Deployed software development platform allowing for code re-use, cutting development time while reducing operating expenses by 31%.
- **Reduced development time more than 50% from ~9 months to 16 weeks** by introducing PMI principles, structured SDLC methodology (PEP3), and Six Sigma, taking IT from maintenance role to one supporting business and providing

added value while improving employee satisfaction scores by 12%.

- **Ensured regulatory compliance** with ISO, Sarbanes-Oxley 21 CFR Part II, and CLIA, removing multiple existing audit findings within 18 months and enabling organization to pass 6 major audits in 2007 with no findings.

GENZYME GENETICS, Santa Fe, NM 2002 – 2005

SENIOR DIRECTOR, INFORMATION TECHNOLOGY Recruited by previous Smith-Kline superior to bring new energy to stagnant IT function failing to meet needs of organization experiencing exponential growth due to new advances and standards of care in prenatal testing/screening market. Reporting to SVP/COO, directed all IT operations across 5 U.S. and Japanese laboratories, including software development, help desk/call management, network administration, database administration, vendor relations, software license agreements, technology strategic planning, and daily operations of genetics testing business. Controlled \$5.5M operating/\$7M capital budgets. Executed turnaround and transformed IT function into strategic business partner by upgrading 10-year-old technologies and retooling department to support rapid 100-fold growth, while leading delivery of multiple large-scale projects on-time/budget.

Infrastructure & Systems Implemented:

- Led design/construction of server room/data center to support global organization, with no interruption to operations.
- Created emergency IT plan, with full server redundancy /WAN backup for 24-hour operations across 4 service providers.
- Delivered major systems for sales management, online ordering, lab delivery, specimen tracking, and patient scheduling.
- Formulated virus protection and Microsoft Upgrade process for 600+ user community.
- Developed and maintained data imaging system with multi-site image transmission capabilities.
- Oversaw deployment of 400 state-of-the-art servers for LINUX and Windows environments.
- Developed suite of internal/external websites utilizing latest JAVA and .NET technologies.

Process Improvement, Efficiency & Cost Savings:

- Delivered \$12M year-over-year operating savings by reducing call time at call centers by 30%.
- Elevated availability levels from 90% to 99.9% with 30% cost savings by renegotiating contracts for data/telephony.
- Decreased overhead by \$250K by renegotiating service contracts and reducing headcount.
- Improved service levels dramatically by renegotiating vendor contracts to provide 4-hour turnaround.
- Reduced billing error correction man hours 75% and eliminated redundant data entry with automated systems interface.

TACIT, Palo Alto, CA 2001 – 2002

DIRECTOR, CONSULTING SERVICES / PROJECT DIRECTOR

Brought in to lead Professional Services organization in deployment and adoption management of “Knowledge Mail” software for clients in Life Sciences, Pharmaceutical, and Aerospace industries.

- Developed professional services organization to effectively sell and manage global deployments.
- Won or expanded business with major clients including Aventis, Northrop Grumman, GSK, and Roche Diagnostics.
- Delivered custom service offerings including business case development and application integration, for example:
 - Sanofi-Aventis: Helped client save 7.8 man-months in research time over 3 months using Tacit’s software to network scientists and staff in their global Drug Innovation and Approval organization.
 - Northrop Grumman: Enabled connection of 1000s of employees in their Integrated Systems Division in support of critical business initiatives for accelerated, high-quality product development.
 - Lockheed Martin: Deployment to \$6B Space Systems group with 5,000+ employees enabled quick connection of people for collaboration to accelerate responsiveness and speed in meeting needs of customers.

EMAX SOLUTIONS, A SciQuest Company, Newtown Square, PA 1999 – 2001

PROGRAM DIRECTOR

Entering consulting arena, led team of 5 direct/15 indirect reports in project planning, project management, process reengineering, and client development for this application development and consulting services firm. Managed under aggressive timelines with responsibility for client satisfaction, financial performance, and control of \$2.5M project budget.

SMITHKLINE BEECHAM, Collegeville, PA 1991 – 1999

DECISION SUPPORT MANAGER

MANAGER, OPERATIONS

MANAGER, PROCESS ENGINEERING

MANAGER, PROCESS IMPROVEMENT

Served in various responsible process improvement/process engineering, operational, and decision support roles, delivering \$Millions in cost savings, automating processes, contributing to strategic planning, and supporting international clinical laboratory operations through facility moves, consolidation efforts, and process improvement initiatives.

PREVIOUS EXPERIENCE HIGHLIGHTS

Began career with **General Electric** in their **Manufacturing Management Program**, completing extensive training in

Management, Leadership, Project Management, and Proposal Development. Served in various divisions and advanced through roles as **Program Manager**, **Supervisor of Industrial Engineering** and **Supervisor/then Manager, Quality Assurance**.

EDUCATION

MS Software Engineering - Penn State University, 1990

MBA, Finance - Villanova University, May 1989

BS, Mechanical Engineering - Clarkson University, May 1983

PROFESSIONAL TRAINING & CERTIFICATION

Agile, Project Management Certification, Software Development Life Cycle, 2012

PMI Certified Program Manager Professional (PMP) (Project Management Institute), Quest Diagnostics, 2006

Six Sigma “Coach/Trainer,” SmithKline Beecham, 1996

Professional Engineer, EIT, 1983; licensed New York State 1983

GE: Manufacturing Management Program, 1983-85; **Manufacturing Leadership Curriculum,** 1984-85; **Project Leadership Curriculum,** American College, 1987; **Proposal Development Team Training,** 1990

SmithKline Beecham: Planning Design Team, 1993

Business Process Reengineering, 1993

Portfolio Management/Data Modeling/Managing Risk, 1998