

## PROFESSIONAL SUMMARY

Seasoned Project Manager/Technical Specialist with 16 years of extensive Project Management, Client Server Application Design, GUI Design, Software Development, Healthcare IT, Operations, and Information Technology experience. Extensive track record of diverse accomplishments ranging from managing the full development life cycle of large, modern enterprise class software packages and platforms, as well demonstrating success in team building, process design, GUI design, application architecture, contract negotiations and more.

- Large scale, full cycle, seasoned project manager
- Personnel management and team building experience
- Extensive experience with development of customer facing commercial applications
- Substantial presentation and speaking experience
- Experienced with rapid development methodologies
- Technically skilled developer, can talk-the-talk with development professionals: Java & .NET developers, database, WAN, creative professionals and others
- Customer focused with superior client management and service skills
- Award winning GUI designer

## PROJECT HISTORY

### BJC HealthCare, St. Louis MO, 1999 to Present

*Project Manager, BJC Information Services, EDMS Team (2002 – Present)*

- Served as Project Manager for the multi-year enterprise process of internally developing an Electronic Document Management Systems (EDMS) to be used at eight hospitals in multiple departments. My efforts included:
  - Extensive Customer Relationship Building and Coordination
  - Conceptual Design of Applications
  - Developing Business and Technical Requirements
  - Designing System Architecture
  - Recruiting Resources and Team Building
  - Researching and Evaluating Products and Components
  - Executing Vendor Contract Negotiations
  - Developing Cost Estimates and Engaging Corporate Budgeting Process
  - Introduction and Implementation of Agile Development, Lean Development and Feature Driven Development (FDD) Methodologies.
- Project managed several large projects through the entire software development life cycle (budgeting, formal project planning, agile development iterative cycles of design workshops and JAD sessions, development and testing, etc). Development projects I have led are:

EDMS Team Software Development Projects 2003-2006		
Year	Project	Description
2006	Workflow Project Design	\$200,000 project to design a 1.7 million dollar highly complex development project that will bring a workflow engine, online annotations and electronic signature capabilities and the full ability to be paperless. <b>Rational Unified Process.</b>
2006	Online Report Distribution	\$150,000 project, team of 3 direct reports to develop an online web reporting system to replace paper reports. <b>Lean Software Development Process.</b>
2005	eView Software	\$550,000 project, team of 15 with 5 direct reports to develop a very high performance patient chart viewer to replace paper charts. <b>Lean Software Development Process.</b>

2004	Enterprise Point of Service Scanning Software	\$300,000 project, team of 8 with 4 direct reports to develop a low cost highly distributed scanning software. <b>Feature Driven Design Process.</b>
2003	Enterprise Batch Scanning	\$800,000 project, team of 15 with 6 direct reports to develop high capacity, high speed scanning software, DB2 document repository and add viewing software to existing application. <b>Lean Software Development Process.</b>

- Designed platforms using proven, modern architecture; client server, XML, XSLT, web services and N-Tier architecture.
- Mastery level knowledge of imaging technologies; Twain protocol, Kofax imaging cards, high speed document scanners, image formats, Atalasoftware, Pegasus & Lead .NET imaging controls.
- Conducted heuristic review, usability focus groups for GUI acceptance, as well as regression, accuracy and performance testing to insure the quality of application delivery.
- Key Accomplishments
  - Elimination of new paper records storage costs at multiple hospitals, saving over \$300,000 per year once fully implemented.
  - Creation of a fully electronic online patient medical record, taking record access time from days to seconds, greatly improving access to patient information with resulting cost, quality of care and patient safety benefits.

*Project Manager, BJC Information Services, Patient Registration Web Site Projects (2001 – 2002)*

- Served as Project Manager for two projects requiring the building of Patient Self-Registration Web Sites at three hospitals. Lean Software Development Methodology with two week iterations used for duration of the second project.
- Extensive research and testing of web site screen designs to insure high usability amongst a diverse patient audience.
- Pioneered and successfully implemented N-Tier architecture for linking a closed, vended patient registration system to modern applications such as web sites and kiosks, utilizing a web service. This had never been done before at BJC.
- Served as primary developer for the web site at one hospital. Technologies used include: Active Server Pages (ASP) 3.0, Microsoft SQL Server 2000, JavaScript, Visual Basic 6, McKesson STAR 2000 Registration, Internet Information Server 4, GUI prototyping performed in Adobe Photoshop.
- Key Accomplishments
  - Enabling significant streamlining of registration process, resulting in much higher patient satisfaction.
  - Elimination of three hours per day of data entry, resulting in a yearly cost savings of \$25,000.

*Project Manager, BJC Information Services, STAR Support Team (1999 – 2001)*

- Built a dynamic team to enhance multiple installations of STAR 2000 software, plus Mobius Viewdirect and AMS CACS+ software systems in use by over 1000 employees at four hospitals. Lead team-building sessions for creating both internal processes and those for the Operations and Help Desk staff. Developed project flow and “break-fix” application support flow methodologies, procedures and culture with supporting automation software in Microsoft Access. Project managed several large software and hardware installation and upgrade projects through full life cycle, and delivered to completion on time with no significant issues.
- Key Accomplishments:
  - Successfully implemented over 380 projects (12,000 hours total) over two years.
  - Cost saving projects resulted in over \$100,000 in savings over three years.
  - Developed and managed Break/Fix process ensuring excellent support and prompt issue resolution
  - Automation of daily support processes resulted in higher team efficiency and ability to devote 50% more resources to value added projects.

## **Productive Web Solutions, St. Louis MO, 2000 to 2002**

### *Freelance Web Developer*

- Developed web site and software automation solutions for startup companies. True entrepreneurship, my many roles included:
  - Managing sales process and contract negotiations
  - Account executive, established and sustained excellent customer relations
  - Collaborating on the creation of innovative business concepts, and developed a business plan for implementation
  - Managed full software development project cycle
  - Creative designer, performed all artistic functions including overall web site design, and all web and promotional graphics creation
  - Developed all modules of the web site and associated software
  - Performed all aspects of environment setup, Windows 2000 setup, FTP and HTTP services, MSSQL Database setup and others
- Technologies used include: Microsoft Visual Interdev, Visual Basic 6, ASP 3.0, Microsoft SQL Server 2000, JavaScript, Internet Information Server 5, GUI prototyping performed in Adobe Photoshop

## **McKesson, St. Louis MO, 1990 - 1999**

### *Technical Project Manager/Web Developer/Application Developer*

- Designed and developed web sites using Visual Interdev, ASP 3, Visual Basic 6, JavaScript, CSS and MSSQL 2000. Setup and implemented web servers with Windows NT, Internet Information Server 4 and JavaScript.
- Managed technical aspects of STAR 2000 series software installation, setup and go-live activities at medium and large hospitals.

## **IT SKILLS**

Languages:	Microsoft Visual Basic 6, ASP 3, ASP.NET, VB.NET, JavaScript, XML, Microsoft SQL Server, Transact SQL, UNIX Scripting, Microsoft Developer Studio, MS Sourcesafe, "M" (MUMPS), Macromedia Flash MX.
Software:	Microsoft Project, Microsoft Access, Microsoft Office XP/2000/9x, WordPerfect Suite 7/8, Visio, Adobe Photoshop CS, Monarch, Crystal Reports, McKessonHBOC STAR 2000, IBM WebsphereMQ (MQSeries).
Methodologies:	Lean Software Development, Agile Software Development, Feature Driven Development (FDD), Rational Unified Process (RUP), Joint Application Design (JAD), Waterfall (Classical).
Operating Systems:	NT, Windows 2000 Server, Windows 2003 Server, Windows XP, UNIX, HPUX, AIX, Novell, VAX VMS.

## **EDUCATION**

### **Washington University, St. Louis, 1999**

- Master of Business Administration (MBA) - Olin School of Business
- Area of Concentration: Organizational Behavior

### **University of Missouri, St. Louis, 1990**

- Bachelors of Business Administration
- Area of Emphasis: Management of Information Systems (MIS)
- G.P.A.: 3.6 on a 4.0 Scale

## **REFERENCES**

References will be made available upon request.