

DONNA O'LEARY

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EXECUTIVE MANAGEMENT & TECHNOLOGY INNOVATION

Proven success managing business operations and collaborative partnerships, while directing large, complex projects that position an organization for profitability, productivity and continued growth

Forward-thinking professional with proven success developing, expanding and managing large-scale initiatives that meet demanding requirements and promote organizational effectiveness. Excellent experience in leadership and consulting roles, directing projects in health information technology (HIT), Medicaid Electronic Health Records (EHR) incentive program administration, stakeholder and collaborative partner involvement, system implementation, 3-D visualization, enterprise content management (ECM), public involvement and customized application development. Decisive leader with a passion for innovation, quality and achieving tangible, financial results. Certified Professional in Healthcare Information and Management Systems (CPHIMS) from the Healthcare Information and Management Systems Society (HIMSS); Certified Project Management Professional (PMP) from the Project Management Institute (PMI).

Areas of emphasis:

- Strategy, Vision and Mission Planning
- Business & Technology Alignment
- Contract Negotiations and Strategic Alliances
- Project Planning, Budgeting & Timelines
- Finance, Budgeting, P&L Management
- Team Building & Staff Development
- Solution Development & Implementation
- Stakeholder Relations & Communications

CAREER HIGHLIGHTS

NEW YORK STATE TECHNOLOGY ENTERPRISE CORPORATION (NYSTEC), Albany, NY

Program Management Consultant; Health and Human Services Industry Vertical Leader, 2006-Present

Advance the mission of organizations by providing senior-level leadership and technology expertise while consulting to government agencies and private organizations. Lead highly complex, sizeable programs with diversified, collaborative and competitive stakeholders, maintaining full accountability for timelines, budgets, relationships, team building, strategic planning and execution. Serve as trusted advisor and point of contact to government and corporate decision makers for issues pertaining to all aspects of program or organizational needs, objectives, systems and projects.

Selected projects and achievements:

- ◆ Leading administration of the NY Medicaid EHR Incentive Program, with a \$15 million consultant contract and an anticipated minimum \$1.5 billion economic impact for providers across the state.
- ◆ Established relationships with key management within the New York Department of Health, Centers for Medicare and Medicaid Services (CMS) and numerous stakeholder associations.
- ◆ Planned and managed public outreach and stakeholder management/communications for NYS Department of Health (DOH), supporting statewide initiatives.
- ◆ Directed the development of the State Medicaid Health Information Technology Plan (SMHP) and Implementation Advance Planning Document (IAPD), supporting the DOH Office of Health Insurance Programs (OHIP) application for stimulus funding. Including establishing relationships and collaborating with federal CMS staff.
- ◆ Active participant in the NYS Forum for Project Management workgroup.

- ◆ Restructured and revitalized an existing Web content management implementation via a triage project to meet quality, budget and time objectives. Provided over 10 million annual visitors with easy access to 35,000+ files. The site received the NYS Forum Best of Web Award in 2007.
- ◆ Led local and international teams in the seamless execution of application development.
- ◆ Directed implementation of Microsoft Office 2007 for 4,500 statewide users, and earned a reputation as an accessible, organized leader with superior change management and planning skills.

CLOUGH HARBOUR & ASSOCIATES, Albany, NY

Principal - Associate, Web and Visualization Services Manager, 2001-2006

Provide vision, insight and day-to-day management as key member of the principal leadership team for top-105 engineering firm with workforce consisting of 700+ engineers and technology experts. Evaluate opportunities, cultivate new clients and oversee application development, 3-D visualization services and projects for business clients. Spearhead process improvements at all levels of the organization, including financial planning and analysis (P&L), staff training and development, client relations and project management.

Selected projects and achievements:

- ◆ Personally selected and appointed by the Board of Directors as senior member of the twelve person corporate Project Management Committee.
- ◆ Managed one-third of all technology services; recognized for securing 43% of total technology service revenue.
- ◆ Provided a wealth of professional development and growth opportunities for the direct and pooled resources within the technology services team.
- ◆ Expertly determined requirements and implemented solutions for significant projects, delivering results within (or under) budgets and timelines, leading to exceptional client satisfaction.
- ◆ Developed technology specific marketing message for targeted audiences, customized and distributed through various channels.
- ◆ Completed business development, sales and closing calls for standard and high profile clients.
- ◆ Responsible for service line P&L, resource management, annual strategic planning, budgeting, forecasting, tracking, planning initiatives and documentation.

BIGPAW ENTERPRISES, INC., Albany and Greenville, NY

President, 1999-2001

Cultivated and managed client relationships and oversaw all facets of independent Web development and marketing business providing comprehensive services to small businesses. Interacted with clients to assess objectives, budgets and goals. Directed projects from concept through execution, following up with clients to ensure full satisfaction.

DELTA MARKETING, Syracuse, NY

Programming and Web Designer, 1998

Enhanced Web site functionality, appearance and visibility for pharmaceutical companies through skillful programming and design work. Planned and completed multiple projects in timeline-driven setting.

HEALTHCARE EXPERIENCE, Various Locations

Radiation Therapist: RT Temps, Philadelphia, PA (1994-1994); Erie County Medical Center, Buffalo, NY (1987-1989); Lakes Radiation Oncology, Clifton Springs, NY (1986-1987)

Member of radiation oncology team including long-term and temporary staffing (traveling therapist).

Generated dosimetry calculations for treatment in collaboration with medical physicist and oncologist; provided palliative and curative radiation therapy to cancer patients.

~ **Additional Leadership Experience** ~

Promoted to join the executive team of Great Lakes Collections Bureau (4 years), with responsibility for managing, training, and motivating 3 managers and 80 personnel in results-oriented environment.

EDUCATION & CREDENTIALS

MBA - Information Technology, Western Governors University, *(First Quarter 2012)*

Certified Professional in Healthcare Information and Management Systems (CPHIMS), Healthcare Information and Management Systems Society (HIMSS)

Project Management Professional (PMP), Project Management Institute

Enterprise Content Management Master (ECMm), Association of Information and Image Management

Graduate Studies in Immunology, SUNY Health Science Center, Syracuse, NY
(changed careers to technology in 1998)

B.S. Degree - Zoology, State University of New York (SUNY), Oswego, NY

PROFESSIONAL DEVELOPMENT

(selected list)

CPHIMS Prep Course ~ MS Project Orange Belt Course ~ Dale Carnegie Course Graduate/ Assistant ~ Certified Toastmaster (Toastmasters International) ~ ColdFusion ~ Villanova Finance and Accounting

COMMUNITY INVOLVEMENT

Active Participant, NYS Forum, 2006-Present

President, Alliance of Technology and Women, Tech Valley, 2002-2008

Class Instructor, Leadership Tech Valley Program, 2007-2009

~ *List of speaking engagements and/or prior training will be provided on request.* ~