

Transformational IT / Business Executive and trusted advisor to key stakeholders who articulates and leads execution of a clear, compelling vision to transform enterprises through leveraging technology. Agilely assesses organization needs; overcomes complex challenges to streamline workflows, enhance security and stability, and ensure business continuity. With one eye on the future, leverages emerging and traditional solutions to address changing demands. Works collaboratively, applying strong communication skills to clarify complex technical solutions to non-technical stakeholders and builds trust between IT and the business. Develops and enriches high performance teams who excel at delivering practical, impactful solutions. Repeated success in organizational turnaround situations and intraprenurial start-ups; introduces new lines of business and delivers complex program solutions.

Enhancing Enterprise Performance:

- **Innovation and Security:** Implemented data analytics platform for risk analysis and security management, leveraging machine data and social media for data-based decision making.
- **Helathcare Program Start-Up:** Built-out \$1.5B NYS Medicaid EHR Incentive Program; establishing multimillion-dollar line of business for consultant firm, initial \$15M project. CPHIMS certified during project.
- **Mobility:** Led team developing APIs for public use of data, provided Attorney General's workforce with secure two-factor authentication remote access and WiFi mobility options.
- **Application Development:** Custom developed legal recruitment, open government, multiple grant program applications, confidential investigatory data mining applications, and implemented SaaS solutions.
- **Quality / Efficiency Enhancements and Cost Savings:** Reduced unscheduled network downtimes 97%. Led replacement of Storage Area Network (SAN) platform, negotiating \$2M in savings.
- **Crises Management Leadership:** Just months after being hired, ensured recovery and continuity of services for 2,000+ users following Hurricane Sandy, leading networks and operations resolutions and upgrades.
- **Customer Focus:** Turned around failing project to provide 10,000,000 annual visitors with a user experience oriented website with 35,000 files. Received NYS Forum Best of Web Award.
- **Multi-sector Expertise:** Recognizes global management, cross-cultural and project management needs. Extensive experience facilitating technology-based business solutions for government, non-profit, healthcare, engineering and professional services sectors.

Expertise and Experience that Ensure Enterprise Success

- Visionary Leader / Trans-Disciplinary Innovator
- Entrepreneurial / Solutions Champion
- Business Strategy / Technology Alignment
- Strategic Alliances / Vendor Management
- Budget Management / Financial Acumen
- Information Security and Governance
- Cloud Computing
- Change Management / Process Improvement
- Data Analytics
- Project / Program Management
- PMP / CPHIMS
- High-Level Negotiations
- Team Building and Talent Development

Visionary • Persistent • Pragmatic • Collaborative • Passionate

Delivering Sustainable Value to Stakeholders

BOLD ENDEAVORS, LLC

Independent business and technology consultant firm.

August 2015 – present

Providing customized consulting services on a variety of projects including thought leadership and management.

NEW YORK STATE OFFICE OF THE ATTORNEY GENERAL, Albany and Manhattan, NY

Multi-location State Agency with 2,200+ users in 25+ offices; one of the country's largest public law firms.

2012 – June 2015

Originally recruited to transform business services. Organization lacked standardization and project management; IT infrastructure had not been invested in for a decade. Only months after hire, the East Coast was hit by Hurricane Sandy. Provided steadfast focus to lead the technical team through this emergency/crisis. Rapidly promoted to spearhead end-to-end technical and operational transformation.

CHIEF INFORMATION OFFICER (CIO), 2012 – June 2015

Develop a new, foundational strategic technology plan and roadmap for IT Governance, Finance and Business Continuity. Develop and implement comprehensive, structured, scalable approach to technology management. Lead team of six direct and 80+ indirect reports. Manage \$25M budget; \$15M OPEX, \$10M CAPEX covering three datacenters and 25 regional offices.

- Data Analytics and Security: Implemented security-based data analytics platform improving risk analysis and data-based decision making regarding threat detection, prevention and response management.
- Network Modernization: End-to-end modernization of antiquated infrastructure. Redundant datacenters with near seamless failover, virtualizing environment, upgrading and standardizing servers and connectivity.
- Improved Productivity: Full enterprise deployment refresh (PCs, monitors, office suite); implemented increased bandwidth, provided comprehensive high availability and business continuity.
- Mobility: Provided secure workforce mobility options with two-factor authentication virtual desktop (VDI) for remote access, WiFi deployment and secure private cloud file transfer capabilities.
- Application Development: Custom developed legal recruitment, open government, multiple grant program applications, confidential investigatory data mining applications.
- Cloud: Introduced Software as a Service (SaaS) and cloud-based service offerings including portfolio management, brief bank, eDiscovery, communications, marketing and media management.
- Project Management: Established Project Management Office (PMO), mentored project managers.
- Security: Implemented HIPAA compliant email for financial recovery and SpectorSoft HR monitoring services.
- Vendor/Contract Negotiations: Replaced Storage Area Network (SAN) platform, negotiating a \$2M savings.
- Communications: Implemented GovDelivery SaaS improving transparency and regulatory communications.

DEPUTY CHIEF INFORMATION OFFICER, DEPUTY CIO, 2012 – 2013

Led structured approach to budget, procurement, and contract negotiations, with a "procure for value" strategy. Transformed the team from "business as usual" into dedicated, committed leaders and teams with high morale.

- Increased Morale: Energized entire team leadership by investing in training and career development.
- Optimized Human Resource Management: Provided training and structured approach to annual performance review process, developed managers into senior leadership, mentored leadership development at all levels.
- Standardization and Fiscal Responsibility: Significantly improved procurement and budgeting processes, including planning, refresh and other tracking, vendor selection, SLA reviews, negotiations and management.
- Process Improvement: Facilitated upgraded eDiscovery business processes, improving completion time by 93%.

NEW YORK STATE TECHNOLOGY ENTERPRISE CORPORATION (NYSTEC), Albany NY 2006 – 2012 *Legislatively enacted non-profit organization whose mission is to support state agencies and program management across the State.*

Initially hired to turn around a content management project. Role quickly evolved into leading broad program management providing thought leadership and strategic consulting support to the Department of Health (DOH).

PROGRAM MANAGEMENT INTERNAL CONSULTANT / HEALTH AND HUMAN SERVICES LEAD

Provided senior technical and business expertise to client organizations. Directed large scale programs including strategy, execution, facilitation, schedule and budget development, maintenance and tracking, regulatory reporting, team building, and relationship management with both public and private sector stakeholders. Served as thought leader in administration of NYS Medicaid EHR Incentive Program (\$1.5B+ impact/\$740M disbursed).

Client: Department of Health

- Program Development: Built out DOH NYS Medicaid EHR Incentive Program, working with public and private partners collaborating on program development, management, vendor oversight and application initiatives.
- Regulatory Reporting: Led development of comprehensive federal regulatory reporting, including the State Medicaid Health Information Technology Plan (SMHP) and Implementation Advance Planning Document (IAPD), supporting to support DOH Office of Health Insurance Programs (OHIP) program and funding efforts.

- Relationship Management: Built and maintained productive relationships with national and regional stakeholders, including the Centers for Medicare and Medicaid (CMS) and association stakeholders.
- Facilitation and Education: Developed extensive educational and informational program: events, facilitated meetings, webinars, digital collateral, social media, brochures, documentation, email and call center support.
- Service Line Development: Developed talented team of subject matter experts, laying the foundation for multimillion-dollar HHS service line, \$15M initial contract for NYSTEC.

Client: Department of Environmental Conservation

- Triage: Led content management project turnaround. Redesigned and upgraded solution to fully functional CMS and trained 30 content managers. Providing 10M+ annual visitors with easy access to 35,000+ files. NYS Forum Best of Web Award.
- Global Team: Led air monitoring project with virtual, global team in United States, Israel and Germany.
- Enterprise Deployment: Directed Microsoft Office 2007 implementation for 4,500 statewide users, delivering program on time, on budget, with zero unplanned business disruption.

CHA (Formerly Clough Harbour & Associates), Albany, NY

2001 – 2006

Technology services group incubated within the auspices of a top 105 engineering company, providing web-based application and 3D services in support of core engineering services.

PRINCIPAL ASSOCIATE / WEB APPLICATIONS AND VISUALIZATION SERVICES MANAGER

Directed application, web development and 3D visualization services with full service line P&L. Developed annual strategic plans, budgeting, forecasting, managed resources. Led business development and client relations.

- Startup: Established new 3D animation service line, new technology for the firm. Hired and led creative team.
- Sales: Developed business development strategies, evaluated opportunities, present technology solutions.
- Leadership: Selected by the Board to serve as the first technology member of the senior leadership team.

Previous Professional Experience

PRESIDENT, Bigpaw Enterprises

REAL ESTATE ASSOCIATE BROKER, Equine Properties

RADIATION THERAPIST, Multiple Healthcare Providers

WEB DESIGNER, Delta Marketing

Nonprofit Commitment and Community Involvement

ALLIANCE OF TECHNOLOGY AND WOMEN, Tech Valley (Albany)

2002 – 2006

Tech Valley chapter of non-profit organization formed to empower women in technology, increasing the numbers of women in executive roles and encouraging young women and girls to enter technology fields.

PRESIDENT/ DIRECTOR OF MARKETING (Volunteer Position)

Led 10-person board, committees and membership. Directed strategic planning, programs, marketing, public relations, membership, event planning, fundraising and sponsor solicitation, fiscal management.

A Passion for Lifelong Learning and Professional Development

MBA, Information Technology, Western Governors University

Studies, Ph.D. Fellowship Program, State University of New York (SUNY), Upstate Medical, Syracuse, NY

BS, Zoology, State University of New York (SUNY), Oswego, NY, Magna cum Laude

Associate of Applied Science (AAS), Radiotherapy, Erie Community College, Buffalo, NY

Project Management Professional (PMP) 2004-2018

Certified Professional in Healthcare Information and Management Systems (CPHIMS) 2011 – 2014

Rutgers Six Sigma Green Belt Training at Lockheed Martin/Rutgers University

CPHIMS Prep Course, HIMSS Annual Conference • Java, Onondaga Community College

Villanova Finance and Accounting • MS Project Orange Belt Course • ColdFusion Coursework

Representative Speaking Engagements

eRepublic CIO Magazine, Govtech.com, New York State IT Leadership Academy, CIO Panel 2015

Deloitte, CIO/CTO Panel Discussion: How To Position Yourself As Strategic, 2015