
SUMMARY

Experienced Information Technology Executive with 20 years of experience in software development and resolving business issues using an appropriate level of innovative technology. Normally managing multiple projects throughout the software development life cycle (SDLC). Develop strategic policy for simple and complex technical issues. Subject Matter Expert for health insurance claims processing, episodic delivery of care, and media areas of print, web publishing and content management.

Relevant Developmental Technologies, Languages and Skills:

Java, C++, Visual Basic, XML, HTML, JavaScript, JBoss, SunOne, .net, Web Services, Revision Control Software, PL/SQL, Oracle, Data Marts, Data Warehouses, Agile SDLC, Software Patent Application Creation, Project Management Professional PMP, certified by Project Management Institute

PROFESSIONAL EXPERIENCE

DUFFLONDON, Newtown, CT

2009 – present

DuffLondon is a consulting based in Connecticut that works with small and large businesses to solve business issues using the appropriate level of technology.

President

Project Manager: Physician Certification Web site

- Managed several minor iterations and one major iteration of development for .net
- Managed remote team of over 25 developers worldwide.
- Mentored junior project team members

Business Strategy: Physician Technology Consulting Firm

- Created Business Plan and Marketing material

Technology Strategy and Development: Doctor's Offices

- Reviewed and documented existing systems
- Created and Executed Plans for new technological infrastructure and software.

Technology Strategy and Development: Music Store

- Resolved operational technical issues

HEALTHMARKETS, Norwalk, CT

2000 – 2008

HealthMarkets is a health insurance company, based in North Richland Hill Texas, focusing on the individual. It had approximately 1500 employees and revenues exceeding US\$2 Billion and was acquired by the Blackstone Group in 2006.

2005–2008: Director of (Consumer Directed Health Plans) Development

- Expanded and mentored a highly technical organization (4 teams/15 members total) that created shared services application engines; a web based “insurance OS” and client/server applications for Small Groups and Individuals.
- Worked with senior business managers and vice-presidents to highlight the value of IT and create productive partnerships to ensure that their needs were met.
- Championed strategic development of policy and systems such as Project Management, Software Development Life Cycle, Data Warehousing and Data Marts, and Services Oriented Architecture (SOA) based Enterprise Architecture.
- Created demonstration of price transparency for Medicare and HealthMarkets Intranet.
- Eliminated data replication of health providers by creating a single system to be used by all internal applications
- Designed and implemented a search and review site for patients and dentists in under a year.
- Increased consistency, and reduced regulatory risk, by using internally Episode of Care based technology to systematically identify state mandated benefits.
- Built a Data Mart for more efficiently analyzing and reporting data results of Episode of Care information reducing cycle time from two days to four hours initially and one hour after refinement.
- Implemented Test-Driven Design and Agile SDLC practices resulting in 30% reduction in post release defects reported.
- Worked extensively with Product and Actuarial business owners over a period of five years to meet needs of products and expected capabilities.

2000–2005: Director of Claims Systems Operations and Development

Position originated at HealthMarket, a health insurance start-up with \$50 million in revenue and over 100 employees when acquired by UICI in Oct 2004.

- Drove claims systems software development to allow for new products such as Episode Based Insurance products. Built IT team from individual to three direct reports managing technical vendors running the outsourced claims systems for HealthMarket.
- Created specifications and managed development of second generation of core engine to allow for grouping of claims based on the innovative Episode of Care methodology.
- Worked with Data Architect to create architecture for Episode Systems with maximum flexibility that has survived with minimal changes for seven years.
- Named co-author of US Patent Application regarding Medical Episodes of Care software delivery system. Directed work on amendments for second patent on organization of health care services.
- Negotiated development activity with external claims vendors to eliminate manual processing time, with an average reduction from 4-24 hours to a second.
- Hired team to take over front-end design and programming from outsourced consultants resulting in an immediate savings of 70%.

BERNARD HODES INTERACTIVE, New York, NY

1999 – 2000

Electronic media advertising firm specializing in Recruitment

Product Manager

Product and Project Manager for the Account Management Exchange extranet providing advertising and budget information for internal and external users using Microsoft Internet Information Server, Active Server Pages and MS SQL Server.

- Managed external vendor to remediate poor code and database structure that was created without a developmental methodology.

THE THOMSON CORPORATION

1992 – 1999

1998-1999: THOMSONCONSULTING, New York, NY

Internal group within the office of the Chief Information Officer. TC focused on resolving information management issues using knowledge, process and change management techniques.

Senior Consultant

- Member of the Management Consulting group for ThomsonConsulting. ThomsonConsulting used group in several successful business process re-engineering projects to improve client companies. Also acted as content management
- Subject Matter Expert for various projects, reviewing and evaluating results gathered and then conceptualizing improved methods for managing the information.
- Synthesized improved processes by analyzing and documenting existing processes and modeling more efficient ones.
- Worked with company management to change culture of organization to accept changes recommended.
- Created strategic change management policy, including methods for versioning of material and conflict resolution.

1992-1997: THOMSON HEALTHCARE, Montvale, NJ

Publishing company focused on Health Care Providers. Publications included digital and physical editions of the Physician's Desk Reference and Redbook, and magazines for Physicians (Medical Economics), Nurses (RN) and others.

Manager of Desktop and Electronic Publishing

- Created Electronic Publishing Group (in IT department) tasked with Internet Development and Database Publishing.
- Initiated use of Standard Generalized Markup Language (SGML) for use with books and Medical Economics journals.
- Designed and Implemented software to automatically format databases for print products, cutting layout time by 60% for monthly products and 30% for annual products.

Earlier Positions include CONSULTANT at Inacom Professional Services(NY, NY), DESKTOP PUBLISHING COORDINATOR at Crescent Publications (NY, NY) and PRODUCTION COORDINATOR at Bowne, Inc. (NY, NY)

EDUCATION AND PROFESSIONAL TRAINING

Bachelor of Science, Industrial Management, Carnegie Mellon University Pittsburgh, PA, 1989

Leadership, Teambuilding & Culture Change (Senn Delaney Leadership) 2005

Project Management Professional (PMP) certification 2011