

C-Level Healthcare Technology Executive

Technology Implementation • Stakeholder Engagement • Profit Growth • Patient Experience

Track record of delivering first-class revenue cycle, analytics, and database development solutions

Result-oriented, loyal, and innovative C-Level Healthcare Technology Executive with extensive experience leading direct healthcare clearinghouse operations. Proficient in project management, milestone achievement, and cost containment.

Software advisor with proven success adding cost savings value to hospital industry and organization stakeholders

Unwavering focus on developing high-performing individuals and teams. Valued coach, mentor, and team player with exceptional people management, collaboration, and verbal and written communication skills.

CORE COMPETENCIES

- ROI Analysis
- B2B Communication
- Strategic Leadership
- Decision Making
- Start-Up Situations
- New Product Development
- People Management
- Problem Solving

PROFESSIONAL EXPERIENCE

HealthFund Solutions

Orlando, FL

Works with hospitals' self-pay population to provide solutions to help cover healthcare costs and assist with enrollment in state and federal programs.

Chief Information Officer/Chief Technology Officer | 2015-2022

Provided leadership and direction for operations and IT projects. Oversaw development team throughout planning, implementation, and execution to secure success throughout lifecycle. Engaged subject matter experts for each project requirement and communicated with cross-functional groups to formulate proactive solutions. Performed forecasting to determine pipeline projects, prepare quarterly department budgets, and measure KPIs. Played critical role in Board meetings and business decision making.

- **Successfully grew start-up's EBITDA from \$0 to \$5 million** through development of technology that supported company and drove operations.
- **25% reduction in labor costs** earned through development of system that managed premium payments sent to payers, protected sensitive information, and served as first-to-market solution.
- **Saved more than \$1.2 million in fees per year** by building homegrown EDI software solution that became sole proprietorship product for organization.
- **Built company's infrastructure and back-end/front-end databases** that supported over 150 users concurrently.
- **Directed team in executing over 125 projects** that strengthened IT systems and improved operational efficiency.
- **Supported significant operational company growth from two employees to more than 150** as owner, founder, and key stakeholder.

Laser Spine Institute

Tampa, FL

Ambulatory Surgery Center (ASC) that focused on minimally invasive surgeries, specializing in destination surgeries with both U.S.-based and international patients.

Financial Planning & Analysis | 2010-2015

Built new department focused on forecasting payments per procedure, enabling sales team to quote patients for their bill responsibility. Oversaw power BI and power pivot task responsibilities to review 1,500 payors. Reported directly to CFO and worked collaboratively on budgeting and financial reporting requirements.

- **Enabled organization's ability to quote expected patient responsibility prior to insurance payment** by developing monthly sales sheets that utilized power pivot solutions to link all payments.
- **Created database-like environment** through development of dynamic reporting tools that allowed Financial Planning and Analysis (FP&A) department to generate reports.
- **Led development of internal database that functioned as custom system and project management solution** and improved management of projects and research as department grew.

Monti Eligibility Denial Solutions**Deland, FL***Provider of patient eligibility, enrollment, and revenue recovery services to hospitals and health systems.***IT Director | 2007-2010**

Built organization's IT department from scratch. Managed team of nine personnel and directed all processes related to incoming data flow. Communicated with operations teams to identify pain points and enhance front-end system efficiency. Partnered with developer to guide future projects and assist with implementation. Collaborated with help desk employees on all technical issues. Maintained consistent system operations and supported projects through Excel reporting and pivot tables for daily, weekly, and monthly hospital metrics. Monitored server production levels and manager solutions.

- **Instrumental in positioning company for \$37 million sale** within three years of taking IT leadership position and implementing technology solutions that differentiated organization from its competitors.
- **\$900,000 in annual outsourcing cost savings** earned by developing Electronic Data Interchange (EDI) solution that connected to states in which company had contracts to automatically check Medicaid eligibility status.
- **50% decrease in Medicaid application approval timing** realized through collaboration with State of Florida to subsidize state worker salaries to process company's applications.
- **Piloted Department of Children and Families (DCF) communication exchange**, managing response accuracy and coordinating solutions for real-time eligibility information.
- **Assisted with company sale due diligence process**, working directly with capital investors and auditors to deliver data needed to evaluate organization's value and technology.

Caseworker | 2003-2005

Worked with patients applying for state-funded programs. Screened patients for program requirements. Reviewed all self-pay patients to identify requirements prior to charity write-off.

- **Increased hospital's invoicing from \$15,000 to \$34,000 per month** by developing scrubber to identify share of cost patients more rapidly, as well as processing increased number of disability applications.

Additional Career Experience**Patient Accounting Rep II | St. Vincent's Hospital****Jacksonville, FL**

Reviewed claim responses, managed claim reprocessing, and appealed denials.

- **Reversed \$1.2 million in bad debt to \$150,000 in bottom-line revenue** achieved by successfully identifying mistakenly denied CPT codes and reprocessing payor's underpaid claims.
- **\$300,000 in annual outsourcing savings** accomplished through creation of automated process for determining patient Medicaid eligibility by using Excel macros to feed accounts directly into Medifax.
- **Worked diligently to understand insurance company's managed care contract** and review all submitted claims to ensure compliance.

**EDUCATION &
PROFESSIONAL
DEVELOPMENT**

**Bachelor of Science
in Computer Management**
DeVry University

TECHNICAL SKILLS

Microsoft Office Suite, FileMaker, EDI, SQL, Azure, SFTP, API, Barracuda Firewall