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## HAROLD WAINWRIGHT

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### EXECUTIVE MANAGEMENT PROFILE Special Expertise in Information Technology

Senior executive with proven ability to gain cooperation and build consensus among diverse groups with conflicting business objectives. Consistent delivery of excellent business results that include exceeding revenue and profitability goals, turning around low customer satisfaction, and executing strategic and tactical planning that positions organizations strongly for ongoing growth and success. Nationally recognized as an IT expert within the healthcare industry.

### ACCOMPLISHMENT HIGHLIGHTS

- ♦ Negotiated a 10-year contract expansion and extension worth \$80 million, including desktop support, business recovery, voice and data network, application development, and system operations.
  - ♦ Secured \$4 million project at Premier Health Systems by establishing and maintaining strong relationship with head of their executive team during projects at other locations.
  - ♦ Met or exceeded all revenue and profitability targets set by Top Tier by controlling costs and expanding scope of project contracts.
  - ♦ Turned around poor customer satisfaction at 2 locations, raising ratings from 4 of 10 to 10 of 10. Established industry-leading position for that aspect of business operations by resolving technical problems and developing positive relationship with executive team.
  - ♦ Maintained high employee morale and retention in tight labor market by setting clear standards and providing assistance and encouragement to employees in meeting those standards.
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### PROFESSIONAL EXPERIENCE

#### Top Tier Global Services:

**Project Executive / Chief Information Officer, Bridgewater Hospital, San Jose, CA, 2005-Present**  
Manage full outsource contract for application development / maintenance, systems integration, and database administration, which includes voice and data network support and strategic planning. Provide executive leadership to numerous areas, including committee that prepares for JCAHO audits and Medical Information Systems committee. Viewed as extension of management team and consulted regarding requirements that could impact data flow in the hospital.

- ♦ Maintain P&L responsibility, budgeting, forecasting, monitoring, and reporting of finances for \$80 million El Camino project and for new Premier project.
- ♦ Address critical strategic and tactical planning issues, interacting with the information management committee and hospital administration to develop effective plans.
- ♦ Direct a staff of 40 Top Tier employees and contractors at hospital. Hired Bridgewater employees and transitioned them to Top Tier by investing in significant retraining and skills upgrading.
- ♦ Assist Marketing teams with accounts to be used for corporate references by advising them regarding critical content and structure of proposals.
- ♦ Prepare and submit operating reports periodically to senior Top Tier management.

**Project Executive, Premier Health Systems, Denver, CO, 2008-Present**

Oversee on-site project manager and assist organization in developing strategic plan and building data center. Provide expertise on computer operations, which includes developing processes and procedures.

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***Project Executive, Health Care Ventures***, Santa Clara, CA, 2003-2005

Managed daily operations for joint venture between 2 major healthcare organizations, including finance, contract expansion, customer satisfaction, and strategy compatibility. Directed Top Tier-supplied services that included business applications, network, telephones, help desk, and strategic planning assistance.

***Manager, Application Development and Support***, Houston, TX, 2000-2003

Managed Production Services department, which involved installation, scheduling, and monitoring of all batch production programs to meet service level agreements. Led delivery of service to internal Top Tier groups, as well as Central Mobile Communications and World Access airline reservation system.

***Advisory Programmer / Project Leader***, Houston, TX, 1997-2000

Led and performed systems analysis for all project phases, including audit readiness, business justification, design, tracking, project controls, and customer satisfaction.

**Previously held various technical positions within Top Tier.**

## **AFFILIATIONS, CERTIFICATION & AWARDS/RECOGNITION**

**Affiliations:**

- ◆ Information Management Systems Society (20,000 members): Annual Conference Committee, 2003-2007; Annual Conference Committee Chair for Information Systems, 2006-2007; Information Systems Advisory Committee Chair, 2005-2006; frequent presenter at conferences
- ◆ Board of Directors, Bridgewater Hospital Foundation: Fundraising Committee Chair—raised approximately \$500,000 through charity events over a five-year period
- ◆ Information Management Committee Chair, 2004-2006
- ◆ College of Healthcare Information Management Executives
- ◆ American Medical Informatics Association
- ◆ Project Management Institute
- ◆ ISSC Leadership Conference, 2000-2002

**Certification:** Top Tier Project Management Certification, 1999; re-certified 2002

**Awards/Recognition:** Top Tier Departmental Center of Excellence Award: resulted in assignment to lead project that rolled out batch processes to 5 major computer centers throughout the United States

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