Product Director

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Over 30 years of overall IT experience in Healthcare, Manufacturing, Office Automation, Marketing, Sales Force Automation, and Telecommunication vertical markets.

Leadership experience consists of 20 years:

• 15 years leading in the areas business intelligence, data warehousing, software development, quality assurance and ITIL Service Management.

• 8 years leading data governance and project management

• 5 years leading product management

Individual contributor experience consists of 10 years:

• 8 years in the role data architect and data analyst

• 5 years in the role professional services consultant and software developer

• 2 years in the role DBA and professional services trainer

Work Experience

Director

Data and Analytics Product Management (DnA)

March 2018 to Present

• Coached and developed my team's ability to research and assessed new software and tools to improve our technology stack. In addition, enhanced their capabilities to profile and analyze to get insights on data quality improvements, trends, and comparisons that can be added our product features and services.

• Strategized, formulated, and executed the data and analytics product roadmap. Used the Agile method for execution and deployment of releases. Provided constant communication of the performance and customer satisfaction of our products and services.

• Co-chaired company's intake process for new ideas submitted to create or enhance a product or service.

• Led design, requirements, and testing for the product base suite and custom dashboards, scorecards, data integrations, reports, and data extracts using proprietary, open source, and industry standard software.

• Collaborated with cross-functional teams to define the company's data governance mission, vision, and framework. Established oversight council and worked with the marketing team to define the product taxonomy, visualization standards, processes, policies, and procedures to support the brand.

• Advised cross-functional teams on data quality processes, development of templates, data standardizations best practices for data and reporting products and services.

• Directed reporting demos on upcoming features for invested stakeholders such as executive leadership, board of directors, and key beta customers.

• Consulted with the compliance and the legal departments for contract language for data use, distribution, and access; Provided the analysis, and support to maintain Hi-Trust security certification.

• Directed DnA Quality Assurance test strategy, planning, delivery framework, and execution. Kept all leaders informed by reporting outcomes and KPIs for our testing efforts. Provisioned the QA team's facilitation of a weekly defect and root cause analysis review with cross functional departments to prioritization and resolve existing bugs within any of our DnA products.

• Orchestrated multiple methods to get voice of the customer, VOC, input to provide the appropriated products and services to add value. VOC methods included customer discussions, surveys, sales feedback, direct clicks, and soliciting information from customer facing areas.

• Drove multi-channel data integration with systems Salesforce, Survey Monkey, Google Analytics, and others

• Analyzed and developed datasets based on the population's segmentations, psychographic profile, to facilitate engagements, customer service outbound campaigns, printed material and device equipment fulfillments.

Tools: Microsoft Office, Slack, Confluence, Jira, GitHub, Salesforce, Google Analytics, Tableau, Pentaho, Sketch, Invision, Lucidchart, MYSQL, Zephyr, Java, Ruby on Rails, zoom, screencast-o-matic, Smartsheet project management, and google suite;

• Director, Reporting and Data Insights February 2017-March 2018

• Created job descriptions, interviewed and hired technical staff, defined training paths, provided bi-weekly one-on-one feedback reviews, performed performance appraisals, and defined my area's annual budgetary requirements;

• Managed technical teams that included BSA, QA, developers, integration analysts, scrum master, and support engineers with staff being in Atlanta, California, Florida, and India. Mentored three interns for BA and BI skills.

• Led designed, development, and implementation of interoperable data products to provide scalable data exchange solutions for our clients, such as Variable delimited, HL7, EDI x.12- 837, and XML.

• Coached and encouraged my teams to provide consultations to internal and external customers on the topics of data analytics, reporting, data integrations, data model, data standards, data policies, PHI, HIPAA, and quality assurance best practices and standardizations to support existing and new solutions.

• Provided leadership with an assessment for data governance, which included the inventorying data assets, acquired all system data dictionaries, reviewing existing data policies and procedures for gaps, and identifying needed data process controls.

• Collaborated in the creation of the company's product taxonomy and oversaw the management of the data services team's data integration, application development, data structure creation, and documenting data linages.

• Developed and maintained vendor relationships with BI vendors; Collaborated vendor management for data partners with the finance department.

Tools: Microsoft Office, Slack, Confluence, Jira, Smartsheets project management, GitHub, Salesforce, IAM Ping Identity, Tableau, Pentaho, Invision, Justinmind, Lucidchart, MYSQL, Mongodb, Zephyr, Java, Ruby on Rails, GoToMeeting, and google suite;

BioiQ, Inc - Atlanta, GA

February 2017 to Present

WellStar Health Systems - Atlanta, GA

August 2011 to Present

IT Quality Assurance & Testing Manager, ITIL Governance Office

WellStar Health Systems

December 2014 to January 2017

• Established and led the Quality Center of Excellence department within the ITIL Governance Office; Designed, planned, and delivered the hospital's technical quality assurance strategy, roadmap, framework, and services.

• Oversaw the testing for over 825 IT assets through the complete QA life cycle. Major projects included conversion from ICD9 to ICD10, Epic EMR install and upgrades, Lawson CRM upgrades, ServiceNow, and cash applications.

• Managed a team of senior consultants and collaborated with operational application owners to execute testing and provide analysis to support RCA investigations for Problem Management. Participated on the Change Control advisory board.

• Designed a centralized repository to merged testing efforts across the hospital using SharePoint, active directory, ODBC, and native APIs to present to interested stakeholder testing outcome results.

• Used ServiceNow, Excel, and other tools for test management for manual and automated testing. Implemented a configuration management system to manage IT assets and to support the change and problem management process.

• Collaborated with IT leaders to define disaster recovery and business continuity strategy and plan. Managed Microsoft patch updates, testing, and releases for all window's-based systems; Test device equipment, Phone Systems, Network, Routers, Operational applications, and system integrations.

• Advised 17 hospitals and multiple cross functional departments on technical asset purchases, software installations, minimum security functionality requirements, asset compatibility, capacity planning, risk mitigation, maintain required certifications, data exchanges, and quality assurance best practices.

Tools: Microsoft Office, lynx, ShareFile, ServiceNow, BMC Remedy, TFS, Lawson, Epic, Grits, Tableau, QlikView, Adobe Cloud, Visio, Oracle, MS SQL Server, Java, Dotnet, HL7, EDI x.12 data sets, Cloverleaf, and Skype

• Supervisor of Business Intelligence & Web Development June 2013-December 2014

• Established WHS's BI roadmap and strategy for EI solutions. Integrated a multitude of applications to provide web development, reporting, and BI services. Created and managed budgets, vendor relations, and resource management. Collaborated with senior leadership on the product features for MVP, priorities, and releases.

• Managed a 9-member team comprised of report developers, data analysts, UX designer, BI specialists, and dotnet software engineers. Performed hiring interviews and performance appraisals. Provided prioritization, coaching, training, and worked stakeholders to meet the business need.

• Guided the delivery of innovative self-service dashboards, scorecards, and several key operational solutions using QlikView, Java, DotNet, Sharefile, Team Foundation, Active Directory, and SAP.

• Facilitated the data governance council sessions and supported my team's contributions in promoting data stewardship.

• Led the BI advisory committee to determine KPIs, process improvements, and source of truth for each metric;

• Managed internal web development and provided support for WHS's intranet.

• Received WHS's Gold I.T. Innovator Award for valuable contributions in 2014.

Tools: Microsoft Office, ShareFile, TFS, QlikView, SAP BI Suite, EPIC, Clarity, SQL, BMC Remedy, Java, Dotnet, MS Project, HTML, SSRS, Visual Studio, Milliman, 3M, Truven, Reportsmith, Cloverleaf, Axway, and Crystal Reports;

Business Intelligence Data Architect

WellStar Health Systems

August 2011 to June 2013

• Established the EI, Enterprise Intelligence, program by designing its roadmap, framework, and resource requirements.

• Designed, developed, and implemented the WISE repository, which comprises metadata layer, legacy, and other operating data sources (ODS) use for reporting and analytics

• Co-facilitated WHS EI's data governance committee and lead various subgroups.

Tools: Microsoft Office, ER Studio, McKesson, Cloverleaf, Axway, SQL, MS SQL Server, SSRS, Oracle, Business Objects, MS Project, QlikView, EPSI, 3M and Crystal Reports;

Project Manager for Business Intelligence & Web Application Development

Children's Healthcare of Atlanta - Atlanta, GA

October 2010 to September 2011

• Major BI projects included Provider Performance, ED Throughput, Surgical Services, and Financial Analytics.

• Web Application Development projects include the Transfer Center tracking and Monitoring System

• Orchestrated the department's budgets, schedules, contracts, and resources for BI projects using PMP principals.

• Directed four teams comprised of offshore development, data services to develop web applications, reporting team for BI solutions, and Dev/Ops team for automated workflow processes.

Tools: Microsoft Office, ShareFile, ServiceNow, BMC Remedy, TFS, Lawson, Epic, Tableau, QlikView, Adobe Cloud, Visio, Oracle, MS SQL Server, and Java;

Consultant/Senior Business Analyst-Epic Tapestry Project

Kaiser Permanente - Atlanta, GA

September 2009 to December 2009

• Provided analysis and recommendations for the deferred enhancements and fixes from Epic's Summer 09 Tapestry upgrade to KPGA's Health Connect System. Created a plan to implement Tapestry 2010 identified development.

• Gathered requirements for new features for the Claims, Provider Relations, Benefits, and Utilization Management departments. We used BMC's Remedy service management software to track end user requests.

Tools: Microsoft Office, SQL, Milliman, Crystal vs10, SQL Server 2005, Visual Studio, MHC, BMC Remedy, and EPIC;

Consultant/Data Project Manager-BioSense Data Reference Model (DRM) Project

Centers for Disease Control - Atlanta, GA

January 2008 to February 2009

• Administered project management and technical oversight representing the CDC stakeholders for a 10-member team working with 3 government contracting firms to develop a Federated Data Reference Application

• Prepared a current state assessment which covered architecture, data management, data quality, and processes for taking the data from its source to the presentation layer for end users.

• Contributed to the publication "Capturing Metadata for the BioSense Surveillance System: Preparing for a Public Health Grid", submitted for 2008 PHIN conference.

Tools: Microsoft Office, SQL, Oracle 10i, SQL Server 2005, SAS 9.1, Erwin, Iron Speed, HL7, UNIX, and MS Project.

• Consultant/Data Architect-Bio-surveillance BioSense Future State Project

• Provided strategic directions for CDC's future state in bioterrorism surveillance using Grid technology.

• Reviewed and tested over 31 bioterrorism surveillance systems which included AGEIS, RODS, and Essence

• Examined each system's architectural strategy, data collection method, analytical tools, and data governance for security, and data integration. Used findings to develop a future state plan. CDC implemented the plan with various university systems and local public health agencies.

Tools: Microsoft Office, Oracle 10i, SQL Server 2005, SAS 9.1, HL7, and Erwin.

Consultant-Tapestry Implementation and Reporting Project

Kaiser Permanente - Atlanta, GA

April 2007 to January 2008

• Provided technical oversight for reporting and facilitated JAD sessions to meet the business community needs for their enterprise connect system. Executed TSPMG's and the Health Plan's BI strategy.

• Gathered requirements, maintained processes for the member's care covering hospice, skilled nursing, inpatient and outpatient services, behavioral health, office encounters, and home health.

Tools: EPIC reporting workbench, EPIC Clarity, EPIC Chronicles, EPIC Compass, Crystal vs10, Business Objects, SQL Server 2005, Visual Studio, SSRS, SSAS, MHC, and Teradata.

Enterprise Data Architect-CDS Architecture Group

Matria Healthcare - Erwin, MS

November 2005 to January 2006

SQL Server, XML, T-SQL, Crystal Reports, Web Services, and SharePoint

Matria Healthcare - Marietta, GA

September 2000 to January 2006

Data Project Manager-Pfizer Healthcare Portal

Matria Healthcare

April 2005 to October 2005

Client Data Services Manager

Matria Healthcare

January 2003 to April 2005

40M; 21 members; 3 teams)

Data Architect

Matria Healthcare

September 2000 to January 2003

Data Architect

Consultect/ACS (Healthcare/Claims) - Atlanta, GA

December 1998 to September 2000

Manager of Sales Automation Systems

IKON Office Solutions - Atlanta, GA

August 1996 to December 1998

Education

MBA

Northeastern University - Boston, MA

2017 to 2018

B.S. in Computer Science

Morris Brown College - Atlanta, GA

December 1986

MBA

St. Thomas University - Saint Paul, MN

Skills

Strategic Planning