VALERIE PERKINS

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Professional Summary

United States Air Force Veteran with 16 years of healthcare administration and information technology experience. Skilled in applying people, process, problem-solving, and technical skills to improve individual, team, and organizational performance. Proven record of generating and building diverse relationships, managing projects, and delivering IT strategies and sources aligned with business goals. Adaptable and transformational leader with an ability to develop opportunities and further establish organizational goals.

Professional Skills

- Project Management
- Healthcare Technology
- Vendor & Contract Management

- Microsoft Office 365
- Mentoring & Leadership
- Program Management

Professional Experience

Manager, IT End User Services   **December 2015 – June 2020**
General Dynamics Corporate Headquarters
Reporting directly to the CIO, led a team of 6 multi-level desktop support personnel across six locations to deliver technical/non-technical support through various support channels for 350 users, including C-level executives. Served as liaison between IT and customer departments to establish and maintain positive relationships with C-level executives and senior leaders across the organization.

- Managed escalations/incidents of core services hosted in cloud and bare-metal legacy environments.
- Authored first corporate mobile device policy; created and applied standards and policies for all company-owned mobile devices, resulting in $75K annual savings.
- Established monthly IT trends/data to senior management via ServiceNow ticketing system; achieved 98% same-day resolution rate for 18 consecutive months.
- Oversaw communication services (UcaaS, VoIP, web/audio conferencing, room-based/desktop video conferencing) including standards, policies, and processes across six office locations.
- Developed IT end user services roadmap that offered growth and transformation for IT business goals including end user engagement, employees' empowerment, and operations optimization.
- Created communication/messaging during times of system maintenance, releases, and outages.
- Led team of technical staff through a hardware refresh/Windows 10 migration by defining roles, assigning staff, and developing training programs resulting in an 80 percent improvement in customer satisfaction survey scores.
- Coordinated/managed multiple teams of IT vendors and staff through technology setup of individual office spaces and conference rooms for two corporate facility relocation projects.
- Created an accurate CMDB and evergreen process; implemented preventive maintenance plan to maintain assets and reduce incidents and total time to resolve.
- Provided personnel performance evaluations; recruits, hires, trains, makes recommendations for career development, salary changes, transfers, and terminations.

IT Manager/Health Systems Administrator   **February 2015 – December 2015**
FEFA, LLC

Managed staff of Tier I/II analysts in providing remote/onsite support to 350 users of United States Pentagon Tricare Health Center. Managed health IT systems, performing both technical tasks to ensure functionality of technology infrastructure.

- Achieved full customer satisfaction and improved quality of service to 25% by monitoring tickets and inquiries and providing technical support accordingly.
- Coordinated with IT leadership in generating periodic reports and organizing IT policies.
- Simultaneously led and trained over 100 clinical staff in 2 health systems to improve operational efficiency and improve workflows within the clinic systems.
- Served as escalation point for all requests and incidents; isolated problem trends and ensured that troubleshooting efforts were completed for recurring problems.
- Refreshed IT hardware, resulting in savings of $60K/year, increased resources and service reliability.

Healthcare Manager/Desktop Support Supervisor   **March 2005 – September 2014**
United States Air Force
Over a period of 9 years, held 5 IT- related positions of increasing responsibility. Provided overall management and direction of medical information systems subsection. Supervised 10 desktop support technicians in support of 3K medical staff at 3 medical locations.

- Hands-On managed 24x7 IT Helpdesk, supporting backend systems (Active Directory, Microsoft Exchange) and customer-end devices (PCs, mobile devices, phones, etc.).
- Key player in developing annual IT budget; allocated needs for IT operations for 474K beneficiaries.
- Instructed 287 clinical staff on $1B DOD healthcare system; aided delivery of care for 393K patients.
- IT Manager for 4 military aerospace divisions in Japan, supporting occupational/environmental health.
- Organized 200+ patient movements from Europe to U.S.; expedited aeromedical flight critical care in support of Operation Iraqi Freedom and Operation Enduring Freedom.
- Ensured authorization of 3 radiology servers; obtained digital imaging for 30K patients in hostile areas overseas.
- Led 9 technical staff through annual audit of 2,900 medical records; ensured 100% accountability.
- Guided IT setup for Surgeon General test clinic; validated IT initiatives prior to Air Force acquisition.
- Instructed 150 personnel on Self-Aid and Buddy Care, supporting military exercises/deployments.
- Coordinated emergent, inpatient care, medical evacuation and $2M international health insurance authorizations for U.S. military forces operating in Southeast Asia.
- Managed 32K outpatient medical records and prepared monthly reports for Executive committee on medical records accountability/availability.
- Oversaw Release of Information and Personnel Reliability Programs, supporting 9 clinical teams responsible for 10.5K beneficiaries.

Healthcare Management Specialist, United States Air Force   **October 2001 – March 2000**

Education
- Master of Science, Business Administration, University of Maryland University College, 2018
- Master of Science, Health Care Administration, University of Maryland University College, 2017
- Bachelor of Science, Business Administration, University of Maryland University College, 2009
- Associates of Applied Science, Health Care Management, Community College of the Air Force, 2008

Certifications
- ITIL v3 Foundation, 2017