JAMES JORDAN

http://www.linkedin.com/in/thejimjordan

CIO | IT MANAGEMENT EXECUTIVE

Influential IT Management Executive with 20+ years of achievement in leveraging technology to drive organizational growth, performance, profitability, and expand intellectual property capital. Acts as a change agent, capable of orchestrating transformative business strategy through data-driven decisions. Champions innovation with a focus on developing flexible, scalable solutions for consumer and organizational problems. Diverse experience in high-growth, startup, and turnaround environments with extensive knowledge of the healthcare industry. Respected leader in both highly-matrixed corporate environments and in the Indianapolis-area technology community.

TECHNOLOGY & BUSINESS STRATEGY – APPLICATION & SOFTWARE DEVELOPMENT – BUSINESS INTELLIGENCE – TECHNOLOGY INFRASTRUCTURE
BUSINESS DEVELOPMENT – FINANCIAL MANAGEMENT & COST CONTROL – PRODUCT MANAGEMENT – MARKET ANALYSIS
IT GOVERNANCE – PROCESS IMPROVEMENT – REGULATORY COMPLIANCE (HIPAA) – VENDOR MANAGEMENT

PROFESSIONAL EXPERIENCE

Strategic Data Management – Noblesville, Indiana   2007 – Present
Independent consultancy providing data-driven solutions to clients in healthcare, technology, consumer, publishing, manufacturing, government, automotive, and education industries

OWNER & PRINCIPAL TECHNOLOGY CONSULTANT

Design and execute transformative Business Information, Technology Infrastructure, and IT Governance strategies for an industry-diverse client base. Define long-term strategies for clients enabling growth and scalability while minimize costs and business risks. Negotiate reseller partnerships and manage offshore and local development resources. Capture new business through reputation for exceptional work and extensive professional network. *Representative engagements include:*

– Developed Microsoft-based core business intelligence application that enhanced visibility of key metrics and empowered clients to make intelligent, informed decisions. Leveraged technology to adapt to the business needs of multiple clients and provided dashboards and collaboration/reporting tools.

– Conceptualized and developed clinical data management application for diabetic patients – S5Health. Collaborated with IU health professional to organize patient pilot program that grew quickly through word-of-mouth. Significantly reduced both patient symptoms and medical costs.

– Implemented IT infrastructure for national consumer platform to support rapid-growth in 18-month period. Strengthened database and developed technology strategy to scale for 1M+ active users generating 100K+ hits daily.

– Built custom BI application to consolidate financial and sales data for online self-publishing company that had recently acquired 5 competitors. Led offshore and local developers to design a uniform solution and smoothly transition data.

– Modernized technology operations for regional food retail chain that lacked infrastructure needed to adopt SAP solution. Partnered with owners to select datacenter that utilized existing resources for backup and implemented automation to replace paper-based system.

Healthx – Indianapolis, Indiana   2000 – 2007
Industry leader in self-service communication and data integration platform for healthcare industry, founded in 1998

CHIEF INFORMATION OFFICER & VICE PRESIDENT OPERATIONS

Established self as a driving force in product development and technology leadership during high-growth startup phase and subsequent maturation of company. Developed 5-year technology roadmap that aligned customer needs and emerging market trends with business requirements and capabilities. Managed team of 5 Directors with 75 total reports across IT Infrastructure, Application Development, Data Integrations, Customer Support, and Legacy Systems. Enforced HIPAA compliance, developed disaster recovery procedures, and managed vendor relationships. Mentored DBA team to scale database with 15B+ I/Os daily. Acted as Product Manager, Project Manager, and HIPAA Security and Privacy Officer.

- Architected flagship product, a web-based platform which has grown to represent 600M+ health claims for 40M members and has been implemented by 165+ health insurance providers.

- Refined web portal and enhanced user experience by increasing data relevancy and level of personalization. Propelled usage by 1700% and increased profit margin. Maintained 100% customer retention rate.

- Drove revenue 400% and penetrated marketplace with development of complementary applications and services. Worked with CEO, VP of Sales, and VP of Business Development to identify opportunities for growth. Maximized development resources by creating modules that could be used as "building blocks" for multiple applications and functioned as a tool for business analysts.

- Supported acquisition of largest competitor and led effort to retain customer base following merger. Captured 50% of clients and negotiated outsourcing agreement for remaining clients that generated 600% increase in EBITDA.

- Leveraged Scrum and Rapid Application Development (RAD) methodologies to accelerate release-to-market and gain competitive edge.

OmniSource Corporation – Fort Wayne, Indiana   1999 – 2000
Scrap processing company with 1700 employees across 45 locations

DIRECTOR OF INFORMATION TECHNOLOGY

Recruited to shape technology strategy and infrastructure with a focus on reducing operational costs and minimizing downtime. Developed long-term plan for PMO, IT operations, Helpdesk, disaster recovery, and network. Managed vendor relationships and IT budget.

- Matured technology capabilities for organization with no standards or procedures in place. Implemented continuous quality framework and training to ensure IT operations evolved to meet changing needs.

- Revitalized stalled and over-budget ERP system deployment for shop floor. Delivered on-time and reduced cost of project by 20%.

- Consolidated phone systems from 45 locations with the majority using independent phone systems. Renegotiated with vendors to reduce service costs by 40%.

- Redesigned Helpdesk and introduced service metrics to boost customer satisfaction by 38%.

Lutheran Health Network – Fort Wayne, Indiana   1995 – 1999
Indiana's premier healthcare provider, serving 43K+ patients at 7 hospitals

IT MANAGER

Defined 5-year technology plan to enable interoperability in support of growth through acquisition of several new facilities. Managed team of 18 in maintaining highly available infrastructure for 24 x 7 patient care and 2500+ end-users. Implemented intranet, disaster recovery plans, and all IT policies and best practices. Monitored compliance and developed JCAHO's Management of Information policies in partnership with hospital personnel.

- Coordinated technology efforts for 8 separate acquisitions including migrating new hospital information systems to McKesson systems. Converted multiple departments including Patient Registration, Patient Care, Surgical, and Financial Services on-time and on-budget.

- Designed wireless system to allow medical staff access to hospital information systems from patient's bedside.

Additional information technology and leadership roles with Fort Wayne Community Schools, Servcom, American Greeting, and Compu-Centers. Details available on request.

EDUCATION & COMMUNITY LEADERSHIP

BS – Computer Science – Purdue University | **AA – Computer Technology** – Control Data Institute

Member – CIO Executive Roundtable for Techpoint (2010 – 2011)
Founder & President – Business TechNet (2005 – 2010)
Technology Chair – Indiana State Association of Health Underwriters (2007 – 2008)