

Doug Koch

Director of Information Technology at MGK

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Summary

- Business Analysis and Project Management
- ERP forecast management implementation
- Sales Operations
- CRM implementation
- Order processing operations
- Product pricing, forecasting and revenue projections
- Sales data modeling
- Program management for clinical study patient recruitment
- Medical Device Product Management and product launch experience
- Experience working with organizations from start-up to Fortune 100 companies with various teams and capacities; Verizon, DirecTV, General Motors, Medtronic, Southwestern Bell, Paracor, Otologics, LifeCore Biomedical

Specialties

- Strong Project Management experience
- Effective communication at all levels within an organization.
- Excellent people skills and goal orientation
- Proven paradigm change management and consensus building

Experience

Director, Information Technology at MGK

August 2008 -Present (4 years 2 months)

- IT responsibility for corporate headquarters and global sites

Sr. Program Manager at ThreeWire, Inc.

December 2006 -April 2008 (1 year 5 months)

- Managed health care programs to gain qualified patients for clinical studies
- Targeted qualified candidate pools through geographic and socioeconomic criteria
- Assessed interested candidates ability to participate in studies through nurse staffed call center by following clinical study review board sanctioned criteria
- IRB patient questionnaire submission and Q/A experience
- Implementation of systems to qualify and schedule appointments
- Tracked and reported results
- Analyzed and made recommendations to sponsor to modify approach as needed
- Presented to and worked directly with clinical site sponsors and Chief Investigator surgeons, physicians and medical staff.

1 recommendation available upon request

Director/Technical Analyst/Project Manager at BI

July 1998 -December 2006 (8 years 6 months)

- Technical Project Management for custom software and web development for fortune 100 companies
- Directed teams of approximately 30 people
- Managed program service recovery issues

2 recommendations available upon request

Marketing Information Systems / IT / Product Management at Lifecore Biomedical, Inc.

June 1987 -June 1998 (11 years 1 month)

- Implementation of CRM, ERP systems
- Managed new plant construction IT infrastructure requirements and implementation
- Telecommunications solution implementation, disaster recovery and contract management
- Corporate IT management
- Marketing information systems
- Managed technical support staff for PC, Network and Database Administration
- Product forecasting system development
- Managed pricing, packaging and generation of supporting sales collateral material
- Managed successful surgical product implementation that generated revenue >\$1million in sales in first year
- Sales and Marketing promotion development and implementation
- Surgical product and device sales experience

1 recommendation available upon request

Courses

BA, Biology, Physiology and Marketing

University of Minnesota-Twin Cities

Programming

Physiology

Marketing

Skills & Expertise

Project Management

Business Requirements

Customer Relations

Program Management

ERP Forecasting

Product Launch

**Process Improvement Strategic
Planning Team Leadership Vendor
Relations Change Management
Business Analysis Cross-functional
Team Leadership Problem Solving
Vendor Management Requirements
Analysis Coaching Microsoft Office
Business Intelligence Product
Management Contract Negotiation
Mentoring Account Management
Analysis Integration Negotiation
SQL Server Manufacturing Business
Process Improvement Budget
Management Software Development
Customer Service Planning Business
Process**

Education

University of Minnesota-Twin Cities

BA, Biology, Physiology and Marketing, 1983 -1987 Activities and Societies: Phi Delta Theta, Chorus, Sr. Resident Advisor

Drake University

Business

University of Saint Thomas

Mini Masters of Information Technology

Honors and Awards

Verizon Client Program of the Year Award, BI Worldwide Signature Service Associate of the Month...

Interests

Sailing (Charter Bareboat Certified), Weather, Stained Glass, SkyWarn Spotter, Community Volunteer

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Recommendations for Doug

"I enjoyed working with Doug. He can be counted on to provide the highest level of service to clients. He is dependable, detail-oriented and meets commitments. Doug is flexible, easy to work with and has a positive impact on the work environment. If given the opportunity, I would want to work with Doug again."

— **Paula Norbom**, *VP Finance & Operations, ThreeWire, Inc.*, managed Doug at ThreeWire, Inc.

"I've known and worked with Doug for many years. His passionate curiosity has always lead him to discover, develop, and implement excellent solutions for his employer and his clients. Very well organized and highly disciplined, Doug is also a creative thinker that pursues excellence in every aspect of his life."

— **Tim Houlihan**, *Vice President, Reward Systems, BI Worldwide*, worked with Doug at BI, Inc.

"Doug is great to work with. He keep his eye on the big picture, while providing the details and the drive to get the job done. He is excellent with customers both internal and external, and would be an asset to any organization."

— **Ray Harms**, *Design Director, BI Worldwide*, worked with Doug at BI, Inc.

"Doug is one of the most talented people I know. At Lifecore, he spearheaded our IT department from lackluster to state-of-the-art. Thanks to Doug, we were the first sales force to have laptop computers in our industry. Doug's vision and expertise helped us attain incredible growth in sales. He is an out-of-the-box thinker with a very solid skill package. Doug also has a thorough knowledge of marketing, customer service and sales. You seldom come across someone like Doug who has such an array of skills, combined with uncompromising integrity and good people skills. When Doug left Lifecore; it took two or three people to replace him. I wholeheartedly recommend Doug Koch. He is someone you absolutely want on your team."

— **Ken Hasty**, *National Sales Manager, Lifecore Biomedical*, worked directly with Doug at Lifecore Biomedical, Inc.