

Bob Hadsell

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Analytical, technically sophisticated professional versed in HIPAA standards with strong communication skills and experience working directly in a clinical setting. Proven to communicate effectively with all audiences, clinical, technical, and administrative staff. Capable of engaging with clinicians, stakeholders, and users across the IT space, providing cross-functional support, and managing projects of varying complexity. Comfortable working independently, remotely, or in team-oriented environments.

CORE PROFICIENCIES

Strong Leadership Skills | Multi-tasking | ITIL & ITSM | Project Management | Software & Systems Implementation
Written and Verbal Communication Skills | Technical Writing | Software and Hardware Troubleshooting
Strong Organizational Skills | Prepare and Interpret Flowcharts, Schedules, and Action Plans
Operational Risk Management | Quality Assurance Control | Information Technology | Workflow Optimization
Information Systems | Process Improvement | Healthcare

TECHNICAL PROFICIENCIES

Servers: Microsoft OS – Server 2000, 2003, 2008, 2012, 2016, 2019 | SQL Server 2008, 2008R2
2012, 2016, 2019

Tools: Microsoft Office Suite, 2010, 2016, 2019, Office 365 | Transact-SQL | PACS/DICOM | HL7 | TigerConnect | VB.net | NextGen | OpenEMR | Centricity | Meditech/PBAR/STAR | Google Analytics | G-Suite | Tableau | PowerBI | Qlik Sense | Salesforce | Jira | AWS | Azure | VMWare | ManageEngine | Meraki MDM | Altiris | Wordpress | Okta | Adobe Suite | Efax & EtherFax | SharePoint | Smartsheet

Hardware: Servers, Cloud, Desktops, Laptops, Printers, Networking Equipment, Mobile Devices

PROFESSIONAL EXPERIENCE

LONGEVITY HEALTH PLAN | Palm Beach Gardens, FL

12/2021 -Present

Application Specialist

Supports caregivers by analyzing EMR systems and processes. Develops and maintains early business plans for disaster recovery and business continuity. Troubleshooting, Researching and Training users on the I-SNP EMR.

Key Contributions:

- Setup/Configure/Maintain Azure environment for the company and the EMR
- Office 365 Administrator
- Planned and executed ITSM Change Management processes
- Medical Billing - advise the team on best practices
- Monitor Performance metrics and alerts of the Kubernetes clusters
- TigerConnect Admin
- Meraki MDM and Microsoft Intune Admin
- Manage VM's for Website/EMR/Testing

FREELANCE CONSULTANT | Akron, OH

7/2020 -12/2021

Independent Contractor

Supports clients by analyzing and diagnosing IT system problems. Develops and integrates IT systems to improve business processes, efficiency, and automation. Plans and organizes projects, ensuring clients' budgets and timelines are met. Implements technology solutions to meet the needs of each business. Advises and consults on technology best practices.

Key Achievements:

- Data Analysis – Financials, Payers and Patients
- SEO and Google\Facebook Ad campaigns to generate new business
- EHR Recommendations - NextGen, eClinicalWorks, etc.
- Facilitates and leads training to users to maximize the value of technology in business, applying extraordinary presentation and communication skills.
- Hardware procurement and install

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CLEVELAND CLINIC | Cleveland, OH

1/2019 – 7/2020

Systems Analyst

Provided comprehensive support for ever-changing project assignments and system implementation projects. Delivered expert technical support at the drop of a hat to replace office systems, hardware, and software without disrupting workflow. Consulted on development solutions, collaborated with vendors and support teams, and created project and work plans to improve processes and replace equipment. Worked closely with physicians and support staff to provide technical support. Remained highly flexible and adaptable to work in an on-call rotation capacity.

Key Achievements:

- Handled Hardware support for our physicians and end users
- Managed several renovation projects for the IT side.
- Handled high level support tickets for 45 practices, resolving tickets in a timely manner.
- Provided “white-glove” experience to our Physicians.

CNS CENTER FOR NEURO AND SPINE | Akron, OH

10/2015 – 1/2019

IT Manager

Managed and directed Information Technology functions for three offices including headquarters and two satellite offices. Oversaw the practices new website, maintain and updating the website regularly after its launch in early 2016. Installed, maintained, and repaired desktops, laptops, network switches, servers, AP's and televisions. Troubleshoot hardware and software. Planned, managed, and enforced HIPAA and MACRA regulations and guidelines. Provided comprehensive technical and patient support for the patient portal.

Key Achievements:

- Planned and managed complex technical projects through full lifecycle, efficiently managing budgets and stringent timelines.
 - Managed BrainLab BUZZ unit project and installation – 3x Touchscreen technology used for viewing MRI, CT, and X-ray, as well as brain and spine 3D surgery planning. Oversaw a \$120K budget and managed the project through full lifecycle, resulting in better patient outcomes, improved efficiency for surgeons, and enhanced patient interaction for their own care.
 - Managed EHR / EPM software upgrades, as well as all ancillary products, IMO, fax engine, Entrada mobile, and patient portal.
- Collaborated with on-call physicians and clinical staff to provide one-on-one support in accessing PACS server connections to view patient radiology images 24/7 between 3 separate hospital systems.
- Designed new employee user guides for training purposes, applying excellent writing and technical writing skills.
- Worked closely with clinical staff and physicians to streamline software processes, resolve patient data issues, develop software-based solutions to improve productivity, profitability, and process improvement, resulting in decreased dictation and elimination of payment delays.
- Developed compelling content for the website's blog and made other updates such as location changes, Google Maps, and composed newsletters.
- Monitored the website's SEO, as well as social media accounts and posts, achieving 32% traffic increase, translating into a 10% increase in patients.
- Designed highly successful marketing materials for referring doctors, including a matrix breaking down each physician's specialty.

MEGESHEALTH | Akron, OH

7/2016 – 1/2019

IT Consultant

Planned and coordinated all aspects of IT for an early phase startup. Managed the AWS environment for app testing and deployment.

- Planned HIPAA Security Risk assessments and interventions
- Setup and managed AWS Workmail and WorkDocs for the organization
- Monitored Cloud Data usage and budgets
- Assisted in company operations planning
- Worked with dozens of vendors and software partners
- Designed e-learning materials using adobe captivate
- Designed and Managed Disaster Recovery and Business Continuity Plans

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GBS CORPORATION | Youngstown, OH

2013 – 10/2015

Senior Application Specialist

Responsible for analyzing client systems and databases to identify and resolve issues prior to conducting NextGen upgrades. Opened and resolved trouble tickets, ensuring Service Level Agreement (SLA) requirements were met.

Key Achievements:

- Performed hundreds of NextGen version and KBM upgrades.
- Created scripts for easy upgrades for employees with minimal training and supervised four interns to support upgrades and other IT functions.
- Managed ICD-10 implementations project for more than 100 clients, managing the project through full lifecycle.
- Collaborated with physicians and clinical staff to implement solutions for optimal workflow, reduced clicks and significantly improved efficiency.

GBS CORPORATION | North Canton, OH

2007 - 2013

Support Specialist

- Managed & Maintained SQL Server Databases for 60+ Hospitals
- Updated HL7 scripts and Interfaces to improve efficiency and VB,NET script logic and parsing
- Designed and implemented 2D Aztec Barcoded Wristbands
- Designed and implemented Aztec HIBC barcoded for patient wristbands for 60+ hospitals
- Supported day to day trouble and enhancement tickets for 60+ hospitals

Intern, NextGen EHR | 2007 – 2008

- NextGen EHR and EPM support and customization

EDUCATION AND CERTIFICATIONS

Associate Degree, Software Applications and Programming | ITT Technical Institute | Youngstown, OH | 2008

Technical Certifications: NextGen EHR Certified Professional | ITIL Foundation Certification