

# Nathan A. Hess

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## BIOGRAPHY

Nathan Hess is a senior-level business and technology executive with diverse experience in operations, service delivery, vendor management, P&L management, globalization, and organizational leadership. Nathan aspires to be a part of an organization who has a competitive advantage stemming from a solid business strategy; intentional culture that drives engagement across the entire organization; and talented teammates at all levels who are committed to a common purpose.

He has experience working across different sized organizations with varying levels of maturity (e.g., Perot Systems, Dell Services, AIG, DaVita Rx, Tenet Healthcare, Stellaris Health Network, Triad Hospitals, and MedStar Health). As the Chief of Staff supporting the Service Delivery Assurance organization within Dell's Infrastructure Managed Services business, Nathan Hess managed much of the day-to-day operations of the 460+ person organization which included recruiting, hiring, staffing, budgeting, forecasting, communications, performance management, strategic planning, and reporting. Nathan has also been part of smaller, start-up teams where he has created new functions and capabilities (e.g., the newly created Sales-to-Operations role at Dell Services or when he built a solution architecture and enterprise architecture practices at DaVita Rx).

Over the past fifteen years, Nathan has effectively planned, prepared, and executed globalization activities across both applications and infrastructure organizations; led numerous service delivery improvement initiatives; generated operational savings for customers through productivity improvements and projects; increased IT system stability and uptime; secured existing and new business; and co-led significant business transformation efforts.

Nathan's value contributions have been recognized by his peers and leadership with his receipt of the Perot Systems' Healthcare Unsung Hero award, Dell's Make-A-Difference community service award, DaVita Rx's core value of Team award, multiple long-term incentive awards, and numerous recommendations from other senior leaders.

Nathan earned his Bachelor of Business Administration degree from Texas Tech University with a major in Management Information Systems, and is currently pursuing his M.B.A. from the University of Massachusetts' Isenberg School of Business.

Nathan is a founder and former Vice-President of a nonprofit organization located in Frisco, TX that supported multiple charitable organizations, and is currently engaged in different volunteer activities ranging from youth sports coaching to prison ministry. He also enjoys do-it-yourself home projects and spending time with his young family.