

NATHAN A. HESS

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TECHNOLOGY EXECUTIVE

Business-savvy technology leader with strong core values

Highly productive, focused, and versatile leader with successes spanning small, dedicated, internal IS operations to large, global, IS shared services operations. Implemented technology and service improvement initiatives that measurably advance delivery capabilities, improve profitability, and increase satisfaction. Recognized for attentive listening, pragmatic solutions, and a player-coach leadership style that instills deep teammate engagement, accountability, and results.

Operations Management | Service Delivery Management | Organizational Leadership | Vendor Management | P&L/Budget Management | Business Transformation & Globalization | Applications Management | Infrastructure Management | Systems Integration

VALUE CONTRIBUTIONS

- Rationalized application portfolio to identify overlapping capabilities and \$100K+ of savings.
- Co-headed a large business transformation effort targeting a 15% reduction (\$60M+) in run-rate costs while balancing impact to 100+ customers. Changed the delivery and organizational model, and initiated projects to improve workload / resource alignment, enhance knowledge management, and establish a standardized training academy.
- Partnered with technology stakeholders to strengthen governance around investments (projects and deals) to maximize value and alignment with business goals.
- Planned and executed delivery transformation activities, merging 1,000 employees from a highly customized, account dedicated delivery model to a leveraged, shared services model; focused on centralizing and consolidating support teams.
- Co-led a Cerner service improvement initiative resulting in \$220M in retained revenue, 39% decrease in requests aging, 20% decrease in incidents aging, and an increase in systems compliance to best practices by 900 basis points.
- Managed \$324M book of business (TCV) with 36 successful go-lives across an enterprise in-patient EHR rollout with an annual P&L of \$44M across implementation, hosting, and support services.
- Built small, co-located, start-up teams to large organizations of 300+ employees across diverse countries (Romania, Mexico, and India).
- Evolved an offshore application support framework and organizational team model driving \$1.5M in savings.

PROFESSIONAL HISTORY

SURGICAL NOTES MDP, Dallas, Texas 2017 – Present
Healthcare IT solutions company focused on revenue cycle solutions for the ASC industry.

Chief Information Officer / Chief Technology Officer

Executive leader focused on delighting customers and providing enterprise value that drives growth by overseeing all technology-related functions.

DAVITA Rx, Coppel, Texas 2014 – 2017
Full service pharmacy specializing in renal care as part of Fortune 200 business subsidiary; \$1B

Head of Information Technology, Operational Excellence (Deputy CIO)

Accountable for the maturation and delivery of multiple functions to include IT Service Management, End-User Services (Service Desk, Desktop Support), Data Center Services (Storage, Platform, Network), Application Support, Solution Architecture, and Enterprise Architecture/Governance. Head Count: 4 directs; 50+ in-directs | Budget: \$10M.

AMERICAN INTERNATIONAL GROUP (AIG), Fort Worth, Texas 2014 – 2014
Fortune 50 leading international insurance organization; \$65.7B; 63K+ Employees

Vice President of Business Operations, Infrastructure Global Services, Global Functions Account

Coordinated budgets, created processes and led special projects supporting internal account teams. Tasked with process improvement, organizational transformation, client engagement, operational escalations, and

budget/expense management. Head Count: 12 directs | Budget: \$23M.

DELL, Plano, Texas

2010 – 2014

Fortune 50 multi-national technology solutions company; \$56.9B; 111K+ Employees

Chief of Staff, Infrastructure Services Delivery, Service Assurance (2012-2014)

Led special projects and administered recruiting, resourcing, budgeting, communications, goal setting, reporting, and escalations across seven organizational functions (IT Transitions, Governance/Service Improvements, Critical Practices, Account Architecture, Service Finance, Project Services, and Sales-to-Operations). Head Count: 29 directs; 432 indirects | Budget: \$6M.

Head of Sales-to-Operations, Infrastructure Services Delivery, Service Assurance (2012-2014)

Enhanced new business opportunities by partnering with Business Development, Solutioning, Transition, and Delivery teams to identify risks within solutions, contract schedules, and cost models, and integrating best practices and other risk mitigating solutions to ensure service delivery successes upon signature. Contributed to \$1.46B+ in signed ITO revenue (TCV). Head Count: 8 directs | Budget: \$1M.

Regional Business Unit Director, Infrastructure Managed Services, Public-Healthcare (2010-2012)

Directed 10+ Customer Delivery Executives responsible for end-to-end shared service delivery across all infrastructure service areas (Wintel, Unix/Linux, Service Management, Network, Service Desk, Storage, Backup, Monitoring, and Desktop). Interfaced with Account Executives and customer executives to resolve operational issues and plan infrastructure direction and strategy. Head Count: 10 directs; 150+ indirects | Budget: \$60M | TCV: \$1.8B.

MEDEANALYTICS, Dallas, Texas

2010 – 2010

Healthcare performance management company; \$80M; 500 Employees

Account Executive, Provider Sales

Expanded and protected an account base of \$4.5M across six accounts throughout the southwest U.S. Developed and maintained C-level relationships while managing training, enhancement requests, and ongoing support for all subscribed healthcare performance analytics solutions. Head Count: 4 indirects | TCV: \$1.5M.

PEROT SYSTEMS (Dell Services), Plano, Texas

2002 – 2010

Fortune 1000 IT solutions provider company; \$2.8B; 25K Employees

Application Portfolio & Business Owner, Core Clinicals, Tenet Healthcare Account (2009 – 2010)

Administered business, customer relationship, architecture, implementation, hosting, and support services for Cerner Millennium and McKesson Horizon Clinicals EHR systems across four vendors, a global support team of 150+ covering tier 1-3 functions, and ~40 hospitals. Head Count: 8 directs; 150+ indirects | P&L: \$30M (support & hosting) and \$14M (implementation).

Technology & Architecture Manager, Clinical Technology, Tenet Healthcare Account (2007 – 2009)

Senior Applications Manager, CHS Healthcare Account (2007 – 2007)

eApplications Support & Development Manager, Triad Account (2006 – 2007)

Full Stack Software Development Manager, Tenet Healthcare Account (2003 – 2006)

Full Stack Software Developer, Tenet Healthcare Account (2002 – 2003)

EDUCATION

B.B.A. – M.I.S., Texas Tech University, Lubbock, Texas

M.B.A., University of Massachusetts, Amherst, Massachusetts (currently pursuing)

CERTIFICATIONS & AWARDS

ITIL v3 (2011) Foundation Certified – Dell, 2012 ITIL v2 Foundation Certified – Hewlett-Packard, 2006

Make-A-Difference/Community Service Award, 2013
Dell Services Healthcare Unsung Hero, 2009
Core Value Award Winner for "Team", 2016

COMMUNITY & INTERESTS

Founder & Former Vice-President of nonprofit organization located in Frisco, Texas

Created the vision, mission, and bylaws; grew membership through marketing; and mentored other officers.

Youth Basketball Coach for i9 Sports in Frisco, Texas