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CIO ▶ CTO

Business-Centric IT Leadership | Emerging Technology Solutions | ROI-Focused Projects

Sharpening Efficiency & Bolstering Growth as Executive Driver for Core Technology Upgrades

Strategic technology executive offering accelerated record of viable solutions impacting organizational capability and performance; noted for harnessing leading technologies to accomplish core business goals. **Infrastructure leader and financial steward** who motivates teams to top achievement. *Able to relocate.*

Leveraging Emerging Technologies

Preserving Funds & Controlling Capital Budgets

Creating Highly Available, High-ROI Systems

Maximizing Vendor Relations & Negotiations

Spearheading Automated Solutions Initiatives

Facilitating Decisions via Business Intelligence

IT LEADERSHIP QUALIFICATIONS IN ACTION

- ▶ **Fulfillment of core business goals**, working in concert with CEO, COO, CFO, and CMO to identify systems availability, security, and communications priorities in \$1.2M IT budget, using ROI analysis for new solutions.
- ▶ **Top industry reputation for technology utilization** with real-time data/high-speed wireless connectivity.
- ▶ **Strengthened security protections** with first disaster recovery plans/penetration testing for all subsidiaries, bringing in SunGard / MessageOne solutions plus redundant servers employing NeverFail technology.
- ▶ New dashboard capabilities **enabling strategic executive planning and 99.99%, 24X7 uptime.**

*“Chris is a credit to his profession... throughout any project, he and his staff are available and on top of the process... he can build a good ROI analysis... with **solid planning skills that help executives make (crucial) business decisions.**” — Executive Consultants, University of Washington Medical Society*

EXECUTIVE HISTORY

University of Washington Medical Society, Seattle, WA, 2005-Present

CHIEF INFORMATION OFFICER ▶ 2008-Present

Raised organizational performance, profile, and efficiency with first-in-kind, cutting-edge solutions that elevated Society status and enhanced staff productivity. Launched infrastructures and championed cost-controlled solutions: intranet portal, disaster recovery, document management, help desk, wireless connectivity.

Transformed IT function, promoting technology utilization and efficiency for Society plus Medical Service Bureau and Central Washington Medical Foundation. Drive strategic planning, client satisfaction, compliance, donor handling, and communications with IT roadmap. Collaborate with C-level officers on total \$30M+ budget in alignment with organizational goals. Helm technological improvements facilitating up to 25% 5-year growth with 48% rise in same-period revenue. Direct 6-person team across 4 locations, plus 4 facilities staff.

- ▶ **Decreased Replacement Costs.** Spearheaded multimillion-dollar project transforming end-of-life clinical system into cutting-edge relational database solution with interface to CRM, ERP, and donor systems.

University of Washington Medical Society
CHIEF INFORMATION OFFICER ▶ Continued...

- ▶ **FDA Compliance.** Captured \$212K+ in savings with efficiency increases, meeting requirements for SOP tracking and routing with EDM system handling contracts, vault security, and automation needs.
 - Boosted efficiency, cut costs, and eliminated QA FTEs with electronic document routing for approvals.
 - Set course to reach 5-year, \$1.2M savings with full payback in Q1 of Year 2.
- ▶ **Business Continuity.** Championed protections including vaulting system that supplied secure-channel Internet replication, fireproof vault, redundant switches, and key vendor agreements.
- ▶ **Optimized End User Touchpoints.** Directed new functionality including collection calculations and automated scheduling; worked with CMO on marketing initiatives.
 - Rewarded donor frequency with auto-populated tracking application supplying metrics for strategic planning.
 - Streamlined calculations, met collection goals, and boosted efficiency with Oracle solution (100% ROI within Year 2).
- ▶ **Systems Availability & Executive Planning.** Implemented dashboard capabilities for automated ticket paging; added MS SharePoint Server / BI Server.
 - Migrated users off domain model into Active Directory.
 - Incorporated MS System Essentials for patch notices.
- ▶ **Tightened Compliance Controls.** Maintained ahead-of-the-curve HIPAA compliance with risk assessments.
- ▶ **Lowered Support Costs.** Increased productivity, upgrading technical support capabilities via RFP process to streamline help desk and physician paging systems processes.
 - Added integrated Web / Help Desk / Call Center solutions for emergency service.
 - Switched communications system, adding call accounting / reporting, integrated messaging, and voice-data convergence with VoIP.
- ▶ **Green Practices.** Initiated environmentally conscious projects as Green committee member tasked with reducing waste through nighttime system shutdown, Live Meeting, Black Board, and VoIP integrated phones.
- ▶ **Minimized Potential for FDA Fines.** Supplied wireless data access that improved accuracy needed to enforce compliance, ensuring connection security via encrypted SSL VPN concentrators and Citrix/Terminal Server.
- ▶ **Six Sigma Gains.** Increased capacity 229% with inventory/space reductions from lean manufacturing effort.

**NOTABLE BUSINESS IMPROVEMENTS
& IT INITIATIVES**

- ✓ Recruitment Database
- ✓ Automated Scheduling
- ✓ Email Campaigns
- ✓ SLA Tracking
- ✓ HIPAA Risk Assessments
- ✓ Centralized Server Fixes
- ✓ Active Directory Migration
- ✓ Marketing Support
- ✓ Retention Promotions
- ✓ Security Penetration Testing

DIRECTOR / VP INFORMATION SYSTEMS ▶ 2005-2008

Quickly led buy-in and implementation for IT upgrades at Medical Service Bureau subsidiary, increasing data integrity, cost control, and security via main/intermediate data facilities and campus network.

Recruited to streamline operations, secure systems, and improve performance at call center and application services provider to medical organizations. Took primary authority for all IT design, engineering, deployment, support, training, maintenance, and management, optimizing infrastructures through buildouts and upgrades.

University of Washington Medical Society
DIRECTOR / VP INFORMATION SYSTEMS ▶ Continued...

- ▶ **Improved Network Infrastructures.** Elevated performance in alignment with office construction, planning data structure and tapping key vendors to verify/rework telecom infrastructure, cabling, and call center switch.
 - Integrated new operations center with campus buildings using fiber optics plus workstation Cat-5 cabling and extension into WAN supplying connectivity to 7 remote sites.
- ▶ **Technology Upgrades.** Met growth needs by guiding creation of main/secondary data facilities, transforming network to NT and MS Exchange server. Evaluated/updated security through Cisco routers and PIX firewalls.
- ▶ **Call Center Redesign.** Attained 99.5%+ satisfaction rate while reducing man-hours at center staffing 50+ reps, adding Web-enabled system with automated call infrastructure, plus patient self-check system and on-call enterprise fax capability to free operators from physician scheduling. Cut rep turnover to <20% from 90%+.
- ▶ **Secure Web Portal & VPN Access.** Installed tunnel/firewall solutions to support remote users, adding intrusion detection devices plus other controls including encrypted backup and off-site storage, antivirus software, Web monitoring, spam filtering/blocking. Created secure portal for physician call activity monitoring.

Bank of Portland, Portland, WA, 1993-2005

PROJECT MANAGER ▶ TECHNOLOGY INFRASTRUCTURE MANAGER ▶ NETWORK ADMINISTRATOR

Administered enterprise networks for 8-branch operation, handling all planning, installations and implementation for new WAN, imaging, and disaster recovery initiatives, with improvement to ATM reliability and leadership for leading-edge imaging/telebanking initiatives.

Other Roles: **SYSTEMS ADMINISTRATOR; SENIOR COMPUTER OPERATOR**

EDUCATIONAL BACKGROUND

MASTER OF SCIENCE IN MANAGEMENT: Computer Technology Emphasis
University of Washington, Seattle, WA

BACHELOR OF SCIENCE IN BUSINESS: Emphasis in MIS & Quantitative Sciences
University of Massachusetts, Boston, MA

MBA CERTIFICATE
Tulane University A.B. Freeman School of Business, New Orleans, LA

PMP Certification Candidate

Leadership Development; Project Management; Six Sigma; Risk Management; Lean Manufacturing Training

PROFESSIONAL & CIVIC AFFILIATIONS

Seattle Technology Council | **Risk & Insurance Management Council**
Charity Golf Tournament Founder: Medical Education Services