Arturo Perez Ph.D.

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Program Manager/Director | Strategist | Success Driver

I am a well-respected professor in business, healthcare, higher education, secondary education, and technology professional with over twenty years of experience. I possess a vast understanding of organizational administrative responsibilities and ability to establish and oversee work processes and systems that ensure effective outcomes. Effectiveness in developing educational curriculum for both education and corporate industry. Efficiency in developing productive working relationships across organizational units and schools, as well as externally throughout the City of Houston and among key partners. Strong verbal and written communications skills. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Ability to monitor and assess individual and organizational performance and to suggest systems and processes that will lead to more effective team outcomes within internal and external partners. Expertise in staff leadership. I am the expert in change management. I have conducted a qualitative study to understand the readiness for change of personnel, as technology and clinical-electronic systems are integrated to improve the functionality of clinical care practice. Year-over-year success in leading operations solutions, projects for healthcare institutions, state, and federal government organizations, research for higher education, healthcare program operations, and IT services with a user base of 15000 or more. Manager of teams of 15 plus employees with experience leading programs, operations, projects, and delivery services in the healthcare industry.

- Managed diverse technical and non-technical environments supporting healthcare program management, clinical operations, and delivery management.
- Developed and implemented a series of programs to increase productivity, reduce costs, and ensure on-time delivery.
- Business development including business proposals, RFIs, RFQs, SLAs, and SOWs.

CAREER HIGHLIGHTS

Improved the robotics program guiding the students through box coding and introducing the Carnegie Melon robotics curriculum to a Middle School program. Started the Wrestling program at Lanier Middle School allowing kids to seek other forms of sports while continuing to achieve their academic level at school. Led Health Information Systems and Meaningful Use project implementations in the Texas Medical Center institutions and Northern California healthcare organizations. Engineered full-scale turnarounds for severely troubled projects to achieve and surpass top-priority goals. Drove significant cost reductions that included a $5 million increase in revenue for the pulmonary function test lab at Stanford Hospital and School of Medicine. Led the implementation of program management strategies in the educational program for Methodist DeBakey Heart and Vascular Center Houston, Texas.

PUBLICATIONS

Healthcare staff readiness for change based on EHR implementation: An exploratory qualitative inquiry- Aug 2015
Is Healthcare Culture Ready for New Technology? - ATD Healthcare – Aug 2016
How Does Machine Learning and Artificial Intelligence Influence Talent Development in Healthcare? - ATD Healthcare – Sep 2016
Robotic Process Automation in Healthcare part 1 – ATD Healthcare – Nov 2016
Robotic Process Automation in Healthcare part 2 – ATD Healthcare – Nov 2016
Ethics vs Morals vs Law – Aug 20126

PROFESSIONAL EXPERIENCE

Adjunct Faculty – Aug 2022– Present
University of Houston Clear Lake
College of Science and Engineering Lecturer
Teach the future IT professionals to apply current practices and helping students excel in the subject information systems, within the workforce and leadership. Using Learning Management System (LMS) Blackboard to coordinate programs, deliver content, and develop content for integration into LMS and other platforms.

Adjunct Faculty – Jan 2019 – Present
Lone Star College
Business Administration – Computer Information Systems
Teach the future business professionals to apply business practices and helping students excel in the subject computer information systems, business, and workforce leadership. Using Learning Management System (LMS) D2L to coordinate programs, deliver content, and develop content for integration into LMS and other platforms.

Adjunct Faculty – Oct 2016 – Present
Houston Community College
Business Administration

Teach the future business professionals to apply business practices and helping students excel in the subject business workforce leadership. Using Learning Management System (LMS) Canvas to coordinate programs, deliver content, and develop content for integration into LMS and other platforms.

Hourly Lecturer – Jun 2019 – Present
Houston ISD
Computer Technology Education Professional educator assisting the educators in instructional purposes. Assist to complete the teaching assignments along with other related issues to help the students to resolve their problems through interactive sessions. Implement Carnegie Melon curriculum to the middle school robotics program. Developed individual educational curriculum to improve middle school technology education within the classroom environment.

Associate Teacher – Feb 2019 – Jun 2019
Houston ISD
Professional assisting the educators in instructional purposes. Assist to complete the teaching assignments along with other related issues to help the students to resolve their problems through interactive sessions.

Association for Talent Development (ATD) – Aug 2016 –Present
Freelance Blogger Healthcare sector
Discussing and supporting those who develop the knowledge and skills of employees in organizations around the world. Focused on the improvement of education for leadership in healthcare.

Associate Adjunct Faculty – Oct 2016 – Dec 2019
University of Maryland University College
Cybersecurity and Information Assurance
Teaching the future IT professional Communicating, Problem-solving and Leading in Cybersecurity educating security by gaining and improving skills in communication and problem-solving. While exploring the field of cybersecurity by developing connections to their career aspirations, creating a professional social network presence, and using critical thinking to inform decisions. Also, aid to improve and refine their skills in communication, critical thinking, quantitative reasoning, and team leadership. Hone their professional writing and oral communication skills to produce effective presentations and become proficient with current technology.

Capella University
Ph.D. Information Technology Researcher- August 2011 – August 2015
The research focused in Readiness for Change of a healthcare organization and the individuals experience before, during, and after the implementation of Information Technology. Responsible for the research design, planning, scheduling, coding, and data analysis of the study. Researched user validation activities for program management, information technology management, software applications, and service delivery operational implementations. Ensure and upheld the IRB guidelines focused on the protection of human subjects. Work closely with healthcare management, program managers, designers, product managers, engineers, and end users to define the user experience ensuring the delivery of the customer-accepted and validated system.

The Methodist Hospital DeBakey Heart and Vascular Center
Sr. Healthcare IT Project Manager - May 2009 - March 2010
Oversaw budget of $10 million with all aspects of Educational Program, Project Management Solutions, Customer Relationship Management, Change Management, Marketing, and departmental/clinical operations delivery. Developed the strategic and implementation plan; disseminating the communication of information technology. Led the Vendor Selection EHR process. Managed NextGen system project implementation. Managed a multidisciplinary matrix team of 15 people in the implementation, support, and maintenance of information services projects. Provided analytical support and leadership for IT Governance, assessing the overall functionality of service information systems, integration with existing or planned systems, and implementation and ongoing support. I prepared the documentation for the departmental information systems policies and procedures.
- Oversaw the contract specifications, Agreements, and negotiations for division service implementations.
- Implemented a new approach solving IT problems comprehending, visualizing, and communicating the data from various systems in one single dashboard for the executive team to review.
- Set standards for project management and guides technical staff to manage projects efficiently, including project definitions, work plans, documentation, control methods and status reporting. Selected, trained, evaluated and directed the work of subordinate staff.
- Conducted complex studies of policies, procedures, organization, staffing, training, equipment, and space requirements about program requirements.
- Manager and Principal IT Educator training users to in Applications, project management.
- Developed IT Systems computerized base training modules for the organization.
- Managed the development of the Cardiovascular Surgery website. Developed and managed the educational program content. Ensure the Methodist Hospital Guidelines adhered to the institutional policies

UT MD Anderson Cancer Center – Feb 2005 - May 2009 -
   Healthcare Program Project Manager – Feb 2008 - May 2009 (promoted)
   Healthcare Support Services Analyst Supervisor. – Feb 2005 - Feb 2008
Managed a team of 12 analysts providing manage services delivery and projects. Provided analytical support and leadership in the assessment of the overall functionality of service information systems, integration with existing or planned systems, and implementation and ongoing support. Prepared the documentation for the departmental information systems policies and procedures. Directed the development of contract specifications and monitored the work of contract personnel. Managed and coordinated internal and external technical resources to ensure that hardware, software, and data communications networks meet specification determined by users, vendors, and external authorities. Coordinated and directed monitoring and evaluation of departmental and contracted services including the development of designs, criteria, and procedures.

- Set standards for project management and guides technical staff to manage projects efficiently, including project definitions, work plans, documentation, control methods and status reporting.
- Selected, trained, evaluated and directed the work of subordinate staff.
- Manager and Principal IT Educator training users.
- Developed IT Systems computerized base training modules for the organization.

Pace Consulting
Healthcare Project Manager/ Systems Analyst II - Jul 2003 - Oct 2004
Technology Leader and Support Supervisor Managing IT delivery implemented process improvement and service level agreements.
- The customer satisfaction, process improvement, and base growth measured and analyzed.
- Led the process improvement of document data capture project, developed staff training involved with the integration of IT application at higher education facility.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization.

Science Applications International Corporation
Healthcare System Specialist II / Assistant Systems Administrator Feb 2002 - Jul 2003
Manage and implemented service level agreements.
- Developed metric analysis of customer satisfaction developed and evaluated the process improvement plan supporting the performance of the Army system Composite System.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization.

The University of Texas at El Paso
Information Specialist - Apr 2000 to Feb 2002 –
Managed the computer-automated systems training program.
- Designed the workflow process improvement plan, executed a systematic program adapting the internal controls, provided reasonable managerial assurance of academic management, engineering, and IT operations.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization.

IT Contractor –
Technology Project Manager - Aug 1996 – Apr 2000
Integrated project management methodologies with IT Delivery management services, improved the academic IT strategically processes.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization
*** In-depth project management supplement available upon request. ***

CONTRACTUAL EXPERIENCE

Healthcare and Education Program Manager Advisor - **March - 2010 – Present**
Provide oversight of operations in healthcare departments. Responsible for organizational strategic planning, financial management, human resource management, clinical, administrative, and operations management services. Responsible for creating annual reports. Developed business plans and formulated execution strategy for within the department. Developed, implemented, and evaluated marketing and communications strategies to increase the visibility of units for new patient revenue. Directed, managed, and supported Healthcare industry programs with a focus on process improvement, clinical operations, program management, project management, and service delivery. Developed, managed, executed and measured divisional employee programs, employee recognition programs and employee communication activities for the healthcare divisions. Provided oversight to the Employee Programs budget and provided direct supervision to the program coordinator, employee programs, in the development of project communication for

departmental projects and the policy development and publication process for the organization. Served as member various organizational committees as the internal communication liaison for the organization.

Indus River Ventures
Executive Project Manager – Feb 2016 – July-2016
CONTRACT-Lead the development and implementation of broad projects, coordinated set of plans and programs to meet the goals and priorities of the organization. Cultivated contacts with vendor requirement planners and developers to obtain information about future vendor developments in the functional area and to try to influence those developments in ways favorable to the organization. Participated in outside professional activities to maintain knowledge on developments in the field. Established liaisons with the operational department and the technical department to keep abreast of the status of computing and communications activities at the organization. Continuously improve project management toolkits and methodologies used within IS&T. Provided expertise and consulting to project managers on the process of project management and in the softer skills of team dynamics, team building, and group motivation.

Methodist DeBakey Heart and Vascular
Independent Healthcare Technical Education Program Management Advisor Consultant October 2014 – December 2014
Advisor on the coordination of technical solutions for cardiovascular educational activities. Advisor for the conference coordinators through the implementation of live activities, regularly scheduled series and enduring materials. Provided logistical management for the conferences including scheduling, catering, notification, and compilation of meeting materials. Manage the administration and documentation of live activities, report compliance, and communicate guidelines to administrative staff.

Human Services Agency San Mateo County
Information Technology Management - March-2014 – Jun 2014
Provided leadership and strategic direction in support of the operations that are customer facing throughout the County of San Mateo Human Services Agency. Strengthen a customer-centric culture by establishing strong service-based teams. Managed various projects and programs about to application support, development, enterprise software support, and business analytics. Responsible for the overall planning, execution, and success of the project management services and delivery. Managed team of application developers, system administrators, hardware and desktop teams. Supervised Information Technology Analysts in the areas of application development, application support, business analytics, Database management, reports development, and general departmental automation support. Supervised planning and evaluation, project management, scheduling, training, and IT related implementations. Developed and maintained the asset management system for technical device distribution.

San Mateo Medical Center
Meaningful Use Soarian Clinical EHR/EMR Healthcare Consultant - June 2012 – June-2013
Managed Meaningful Use projects involving Electronic Health Record, Decision Support System, Electronic Document Management, Reporting, and Health Information Management Technology for the San Mateo County health systems (focus on reducing Documentation, and processes improvement). Delivery Management processes supervised 15 FTEs. Communicated with Research and Development, addressed various matters, including channels required for EHR and EDM product. Conducted in-depth analysis of EHR documentation, including its applicability for clinical documentation development meeting MU. Traveled to healthcare organizations and gathered requirements including interactions with multidiscipline departments identifying the champions for the implementation.

- Met all project goals for MU-EHR implementation; engaged in extensive independent research aiding the delivery of services.
- Designed the workflow process improvement plan executed a systematic program adapting the internal controls, provided reasonable managerial assurance of academic management, engineering, and IT operations.
- Managed and trained system users to understand information technology, project scope, and developed IT Systems computerized base training modules for the organization.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization.

Independent
Sr. Healthcare IT Manager and Executive Management Advisor - Feb 2011 – June 2012
Remote per request needed (PRN) – Advised leadership IT management and operations Management team with all aspects of healthcare IT projects, including PMO Practice, Business/technical architecture development, QA, conversions, and deployment.

- Oversaw the IT process improvement program, project implementation methodologies, and IT services support processes for the nonprofit clinical and academic division.
- Directed high-visibility projects maintain communications, status reporting, and face-to-face meetings with the executive committee on matters of the total cost of ownership and project progress.

- Coordinate cross-functional teams, measuring and driving progress to prepare for the MU implementation of NextGen EMR.

Dell Inc.
Sr. Healthcare Project Program Management Advisor - Jun-2010 – Feb 2011
Worked with the client on projects involving laboratory documentation, Electronic Health Record, and Health Information Management Technology for Stanford school of medicine pulmonary function test lab. Managed multidisciplinary team of 35 people in implementation EPIC and Quadramed clinical systems integration solutions. Directed high-visibility projects maintain communications, status reporting, and face-to-face meetings with the executive committee on matters of the total cost of ownership and project progress. Coordinate cross-functional teams, measuring and driving progress to bring distinct, projects to completion on time and within budget. Utilized, relevant project management tools, systems, and applications.

- Defined departmental support that led to process improvements and development of new SLAs.
- Oversaw the customer relationship management of the business, implementing new solutions to ensure customer satisfaction.
- Understood, the impact and implications of emerging business trends, Dell, and its customers.
- Developed solutions to the complex business and technical problems, through analysis, customer engagement, and alignment of key decision makers.
- Leveraged business plans and strategy to deliver goals and executed to progress the business in the defined strategic direction.
- Initiated new initiatives to support the business, assess weak points in the current business execution and propose innovative solutions to address.
- Manager and Principal IT Educator training users to in Applications and project management.
- Developed IT Systems computerized base training modules for the organization.

VOLUNTEER EXPERTISE

Lanier Middle School PTO
PTO President
Serve as leader and key contact for the PTO; preside at all PTO meetings; ex-officio member of most committees; appoint chairpersons for special committees; coordinate the work of the officers and committees so that the PTO's objectives can be met.

Lanier Middle School
    Wrestling Coach - sets practice schedules and develops an appropriate course of conditioning for the athletes. Work one-on-one with wrestlers to assess abilities, develop goals and objectives for the season and determine appropriate weight divisions.
    Track and Field Coach - planning practice and games, developing training programs, maintaining and storing athletic equipment, arranging transportation for sporting events, maintaining records, enforcing discipline rules, and ensuring a safe environment.

Kinder HSPVA PTO
IT Chair
Support and consultant for technology advancements collaborating with PTO initiatives.

University of Texas El Paso, Houston Chapter
President
To act as the chief executive officer of the chapter. • To call special meetings in accordance with the chapter bylaws. • To see that the officers of the chapter discharge their duties impartially, accurately, faithfully, and promptly. • To enforce the strict observance of UTEP Alumni Bylaws, Policies and Procedures. • To appoint such committees provided for in the chapter bylaws. • To appoint such officers provided for by UTEP Alumni Bylaws, Policies and Procedures. • To countersign all chapter checks. • To ensure that the chapter Executive Committee develops and maintains a strategic plan, in coordination with the vice president-chapter operations. Such plan, including updates, must be submitted to the Central Office semiannually. • To serve as delegate to the Provincial Council unless unable to attend. • Attend and actively participate in Presidents' Academy unless having the most urgent reason to not be present. If unable to attend, chapter president will find one substitute from the chapter's executive committee to attend and actively participate based on the nationally recognized line of succession beginning with senior vice president. The nationally recognized line of succession following senior vice president is as follows: vice president-pledge education; vice president-finance; vice president-chapter operations; chancellor; vice president-professional activities; vice president-community service; vice president-scholarship and awards; vice president-alumni relations

Lanier Middle School PTO
Webmaster

Comply with all webpage requirements and maintain system according to the regulations and standards of the PTO and Lanier Middle School**.**

Houston Super Bowl LI Host Committee
Team Lead Volunteer
Volunteer as the face of Houston hosting more than 1 million visitors. Lead volunteer teams and engage the community in participate.

Stanford Hospital and Clinics
Cancer Center Volunteer - **September 2013 – March 2014.**
Business Operations and Support Volunteer, assisted patients, families, and caregivers with directions and resources, guide patients to appointments visit with patients and provide hospitality throughout the Cancer Center.

Lauren's House 4 Positive Change
Web /Social Media Presence Program Manager - **August 2013 – March 2014.**
Volunteers Position – Oversaw the Planning, testing, launching, monitoring, optimizing, and measuring of social media and marketing campaigns. Balanced and influenced social media technologies (Facebook, Twitter, YouTube, and blogs) for the non-profit organization.
- Developed exceptional communication and organizational skills, with advanced knowledge of HTML, CSS, and JavaScript.
- Recognized as a leader in the development and implementation of web presence and social Media techniques.
- Managed multiple projects in a fast-paced, deadline-driven environment and created, composed and edited written and electronic materials.
- Managed people from a diverse background and provide effective and independent team organizational development.

EDUCATION

Doctor of Philosophy in Information Technology - Capella University – 2015 Minneapolis, MN
Master of Business Administration in Healthcare Management - University of Phoenix – 2007 Houston, TX
Bachelor of Science Information Technology - University of Phoenix – 2003 Santa Teresa, NM

TECHNICAL SKILLS

- Microsoft: Windows, MS Office, MS Project, Office365, MS Teams
- Mac OS X
- Healthcare Information Systems: Per-Se Patient1, Sun Microsystems, CHCS, Misys CPR, TRICARE.
- Clinical Billing Online, Clinic Station, DIM PACS, EPIC, QuadraMed, Med Series 4, HL7 Interfaces.
- Citrix Client, Nortel Virtual Private Networking, Cisco, Heat, Spectrum Network monitoring system, SMS, Microsoft Exchange, Lotus (CC: Mail, NOTES), PC Anywhere. Novell Client, Norton Utilities, Telnet, FTP, voice IP, Network Troubleshooting, Remote Diagnostic and Configuration of Desktops and Laptops, Apple Remote Access, PC Anywhere, SPSS, SQL, Tableau, NVivo, EndNote, Mendeley.
- Architecture and assembly of PC, routers, and switches, ISDN, gateway

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CERTIFICATIONS

- Blackboard Learning Management System
- Canvas Learning Management System
- D2L learning Management System
- Helpdesk 2000 - STI Knowledge
- Dell Certified Systems Expert
- Essential Supervisory Skills Certificate Program -San Mateo County
- Disaster Program Manager - San Mateo County
- Soarian Clinicals - Siemens Healthcare
- EHR Clinical Documentation - Siemens Healthcare
- EHR Physician Orders-Siemens Healthcare
- EHR Plan of Care Development - Siemens Healthcare