

DAVID NORWOOD

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Strategically minded, self-motivated, and results oriented professional with over 12 years of experience in Information Technology leadership, with a broad range of exposure to various technical environments and business segments.

OBJECTIVE

To establish and deliver on strategic goals and objectives within the Information Technology industry by leveraging my diverse knowledge and work experience. To improve key relationships through improved communication, and honoring commitments.

STRENGTHS

Strengths include excellent resource and time management, strong communication skills, and a demonstrated ability to solve complex problems through a combination of decisive leadership and teamwork.

EXPERIENCE

IS Business Partner | Piedmont Healthcare, Inc. | May 2014 – present.

- Responsible for oversight of IT operations at Piedmont Mountainside Hospital, and PHC corporate areas.
- Serve as the primary strategic interface between assigned business units, the IT organization, and external vendors. Responsible for managing relationships, service delivery, and communication at the leadership & executive level.
- Collaborate with business units during budget development and strategic planning. Collaborate with IT organization and business units to identify and evaluate new technology solutions. Work to ensure new solutions are compatible with existing infrastructure and security standards.
- Collaborate with business units to analyze and prepare business plans for new strategic ventures.
- Manage the intake and prioritization process for project requests submitted by business units.
- Oversee IT operations for business units to ensure optimal service delivery. Key tasks, activities, and accomplishments overlap with those listed below.

IS Site Coordinator | Mountainside Hospital / Piedmont Healthcare | Sept 2006 – May 2014

- Sole onsite support for a 40+ bed, 400+ employee hospital from 2006 – 2008.
- Role expanded to include support for PHC corporate services areas in 2012.
- Led facility based planning for the implementation of numerous clinical and business systems, including:
 - Epic
 - People Soft
 - GE Centricity PACS
 - OBIX (Fetal Monitoring)
 - Acudose (Med Administration)
 - Soft Computer systems (Lab, Bank & Path)
 - Intellicure (Wound care system)
 - Nova (Blood Glucose Monitoring)
 - Hugs (Infant Abduction Prevention)
 - Heat
 - Genetec Omnicast (Video Surveillance)
- Planned and aligned IT support for numerous moves and construction projects, including a major facility expansion (new ED, Surgical Services, and Support Services areas), and the establishment of several outpatient imaging centers, outpatient clinics, medical office buildings, and IS offices.

- Planned and coordinated the IT efforts involved with launching new service offerings, including: MRI, PET/CT, Cardiac Rehab, CDU, Wound Care, Hyperbaric Services, Hospice, and several others.
- Collaborated on numerous infrastructure upgrades, including server, network and telecomm equipment.
- Collaborated on numerous standardization and process improvement initiatives. (e.g. Print services standardization, mobile computing standardization, project intake workflow, Heat implementation, etc.)
- Established new processes for improving communication, and coordination across all hospital based support service areas, thereby reducing turnaround time for reviewing and executing on new capital projects.

IT Consultant | Green Light Technologies, Inc. | Sept 2004 – Sept 2006

- Sole onsite IT support for Piedmont Mountainside Hospital; a 35 bed, 380+ employee hospital.
- Collaborated in the process of replacing all of the obsolete workstation and server equipment.
- Collaborated in the effort to replace all of the non-manageable network equipment with new Cisco equipment.

Responsibilities included:

- Applications Support
- Desktop Support
- Network Support
- Hardware Deployment
- Hardware Procurement
- Hardware Standards

Graphic Designer | Freelance | Nov 2003 – Dec 2003

- Created the graphical framework for an online magazine for the Georgia Tech School of Electrical and Computer Engineering.
- Functioned as a liaison between the department and the development team.

Training Content Developer | Interscape, Inc. | 2002

- Created online employee training content for a joint venture of Siemens, Inc., and Home Depot.
- Developed content using Macromedia Flash, HTML, Perl and Mason Script languages.
- Other clients included Bellsouth and Lowes Hardware.
- Managed other developers, project schedules, and customer relations.

Website Developer | Code Dynamics, Inc. | 1999 - 2001

- Designed web based solutions for small to medium sized corporations in various industries.
- Clients including, Asea Brown Boveri and The Salvation Army, among others.

Programming Internship | Pocketware, Inc. | 1997 - 1998

- Learned programming skills in Visual Basic 5.0 and C++.
- Developed websites using Microsoft Interdev.
- Expanded skills in graphic design utilizing Adobe Photoshop, and Macromedia Flash.
- Gained experience working in project teams to develop and meet schedules.
- Enabled company to expand operations to include internet and intranet application development.

FORMAL EDUCATION

Georgia Institute of Technology | May 2004

- Bachelors of Science in Management
- Certificate (Minor) in Information Technology
- Graduated with Highest Honors - Cumulative GPA: 3.7

CERTIFICATIONS & SKILLS

- Proficient in installing and troubleshooting computer hardware, software, and networks.
- Dell Certified Systems Expert (DCSE).
- Well versed on supporting Windows based platforms.
- Limited proficiency on supporting Apple OS X, and iOS platforms.
- Web design: HTML, ASP, SQL, JavaScript, CSS, and Adobe Photoshop.
- Scripting Languages: Limited proficiency in Visual Basic, C++, SQL.

References furnished upon request