**THOMAS IANNIZZOTTO**

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Online Resume: [www.tiitconsulting.com](http://www.tiitconsulting.com)

 **Information Systems Management Professional**

*Fueling Technology and Business Strategies Focusing on Collaboration and Accountability*

Results-driven Management Professional with over 18 years of progressive experience in Operations, Strategic Planning, Project/Program Management, and Service Management. Pragmatic leader with extensive technical skills with proficiency in evaluating and executing sizeable projects of a wide variety of scopes. Cultivates and maintains key relationships with management, strategic partners, operational stakeholders, vendor partners and colleagues. Excellent leadership skills demonstrated by motivating and inspiring teams to meet aggressive deadlines. Solid history of successfully achieving desired system availability and performance targets.

**AREAS OF STRENGTH AND EXPERTISE**

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| --- | --- | --- |
| * Strategic Program Management
* Performance Improvement
* Stakeholder Management
* IT Infrastructure
 | * ITSM
* System Integration
* ITIL Best Practices
* Knowledge Transfer
 | * Process Management
* Operational Support
* Portfolio Management
* Team Management
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**PROFESSIONAL EXPERIENCE**

**TIIT Consulting, Vancouver, WA September 2018– Current**

***Independent Technical and Business Consultant* October 2015-June 2016**

*Key Responsibilities and Accomplishments:*

* Provide comprehensive evaluation and documentation of business, technical, security, application and financial requirements for proposed IT solutions
* Development of customer engagement strategies, technical documentation, and process improvement initiatives
* Project Management/Implementation Services

**Loma Linda University Health, Loma Linda, CA June 2016 – August 2018**

***Solutions Analyst/Infrastructure Project Management (Consultant with Innovative Consulting Group)***

*Key Responsibilities and Accomplishments:*

* Provide comprehensive evaluation and documentation of business, technical, security, application and financial requirements for proposed IT solutions.
* Lead PM for several infrastructure projects and program development
* Leading process improvement initiatives for required activities during solutions “discovery” including the initiation of demand technical review, contract and legal review, business requirements gathering, financial review, and security and compliance review, and overall demand management training in ServiceNow
* Strong advocate and key participant in governance processes to ensure high stakeholder visibility while providing a comprehensive analysis on proposed initiatives to evaluate and prioritize work efforts.

**PEACEHEALTH, Vancouver, WA March 2013 – October 2015**

***Enterprise Application Manager, McKesson and Legacy Applications***

Positioned as Enterprise Applications Manager responsible for the successful administration, maintenance and support of PeaceHealth Southwest Enterprise Applications. Supervised operations and conducted cross functional assessments, resource allocation and production support. Skillfully guided the strategic direction of project plans, including the deployment roadmap, vendor relationships and departmental budgets.

*Key Responsibilities and Accomplishments:*

* Managed and mentored application team responsible for maintenance and support of 75 applications/tools

**CONTINUED WORK HISTORY**

* Provided visionary leadership, strategic direction and oversight to analysts and vendors to ensure effectual operations and goal attainment.
* Key point of contact and IT Escalation Manager. Furnished 24/7/365 support for Southwest facility
* Responsible for generation and cataloguing of root cause analysis and post incident reports for all high severity issues impacting Tier 1 clinical and financial applications for operational review and CSI opportunities
* Managed all applications project teams and initiatives including application upgrades and implementations
* Served as a project manager for numerous smaller scale application projects and initiatives (LEAN)
* Provided valued assessment and guidance regarding IT strategies, governance, and change management.
* Spearheaded and implemented complex support transition plan to standardize and/or replace legacy platforms, due to planned EPIC implementation for ambulatory and inpatient environment
* Facilitated the design and execution of application portfolio management initiatives. Formulated archival and retirement strategies, total cost of ownership, system standardization and consolidation strategies based on ITIL best practices
* Integral contributor in the development of transitional support strategies, resource development and consultant selections for standardization projects.
* Adeptly managed an 85% reduction in system downtime over a 3-year period.

**SOUTHWEST WASHINGTON MEDICAL CENTER, Vancouver, WA June 2010 – March 2013**

***Clinical Applications Manager***

Responsible for the implementation, maintenance and support of the Medical Center’s clinical applications. Managed the applications team to ensure continual support to all users, encompassing over 50 individual applications.

*Key Responsibilities and Accomplishments:*

* Key role in developing/improving ITSM and service delivery policies/procedures based on ITIL best practices
* Responsible for generation and cataloguing of root cause analysis and post incident reports for all high severity issues impacting Tier 1 clinical and financial applications for operational review and CSI opportunities
* Managed project teams for numerous large-scale programs, projects, and implementations
* Served as a project manager for numerous smaller scale application projects and initiatives
* Managed McKesson Remote Hosting Support contracts to ensure service and SLA targets
* Key point of contact and IT Escalation Manager. Furnished 24/7/365 support for Southwest facility
* Furnished analyst level support for applications and systems when required.
* Directed the transition of functionalities and employees due to acquisition of Southwest Washington Medical Center by PeaceHealth. Highly complex project involving over 50 applications and entire hospital staff. Completed successfully with no service interruptions.

**PRINCETON HEALTHCARE SYSTEM, Princeton, NJ January 2006 – May 2010**

***Senior Systems Engineer***

Technical lead charged with the management and administration of CISCO VOIP infrastructure, Citrix 4.5 environment, VM Ware ESX 3.5 infrastructure, server builds (physical and virtual) and technical support.

*Key Responsibilities and Accomplishments:*

* Established a 65% reduction in the datacenter footprint by migrating physical servers to virtual servers for applications, infrastructure, and Citrix environments.
* Assisted with the creation of data recovery center, which provided a fully redundant solution for all Tier 1 applications and infrastructure
* Key contact for cross-functional implementation teams, support personnel and end-users for all new and upgraded projects.
* Recipient of Performance Plus award for Help Desk Transition Project for activities involving the development and implementation of LanDesk ServiceDesk ITSM for problem, incident and change management. Developed service and operating level agreements, staff training, and operational readiness documentation.

**EDUCATION AND TRAINING**

**Bachelor of Science, Business Administration,** University of the People (Est. Completion 12/21)

**Computer Repair and Networking** (A+ and Net+ Certifications),Hunter Business School

**Business Management**, Suffolk Community College

**ITIL Foundation Certification, Cert # 02344419-01-QZAJ**