

# Mike Narumiya

e: mnarumiya@gmail.com m: 817-874-3288 Fort Worth, Texas 76133  
http://www.linkedin.com/in/mnarumiya/ http://www.mnarumiya.com

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An IT Leader with over 15 years of experience in Healthcare IT, managing and implementing complex software, data aggregation, hardware and automation solutions. Strengths include quick understanding and application of new technologies, team leadership, and project delivery.

- Team Leadership with systems installation and solutions implementation experience
- Strategic project planning and delivery
- Project Management, Software/Application Development
- Product road mapping and stakeholder requirements gathering
- Training Methodology development
- Privacy and security assessments
- System Certifications, Security Audits, Legal Compliance

## Professional Experience

### **KLAXON IT SOLUTIONS**

#### ***President, Principal***

06/2017 to current

Principal for an IT service organization that performed business and technology assessments for small and mid-sized businesses and practices, as well as implemented solutions and processes that met the business and financial needs of the organization.

- Performed technology and vendor assessments for a variety of solutions, including webservices and hosting, electronic medical record systems and communications services.
- Performed analysis and overhaul of ecommerce sites and social media usage.

### **NORTH CENTRAL TEXAS TRAUMA REGIONAL ADVISORY COUNCIL (NCTTRAC)**

#### ***Director, Data and Information Systems, Privacy & Security Officer***

09/2015 to 05/2017

Senior IT leader for a grant funded regional healthcare and trauma response organization responsible for the IT infrastructure team, application development team, maintenance and support, and deployment for complex trauma coordination software/hardware packages.

- Worked with community and corporate stakeholders to identify application and product needs, develop solution design, and forecast budget needs.
- Directly handled vendor selection and management, RFPs, and pricing negotiations.
- Managed application support for 1000+ users responding to regional disaster and trauma events.
- Developed product line and services roadmap for key regional trauma and data solutions supporting the 18+ county North Central Texas/DFW region.
- Reported to the Board of Directors by presenting project/initiatives status, budget, and legal issues.
- HIPAA Privacy and Security Officer, directly oversaw and negotiation nearly 200 business associate agreements and data usage agreements.

### **VALUEOPTIONS/BEACON HEALTH OPTIONS**

#### ***Director of IT***

06/2015 to 09/2015 (grant based)

Regional IT leader for a behavioral health payor for the state Northstar *contract* program responsible for regional office including IT helpdesk, HIPAA compliance, IT and physical security, and fulfilling contractual IT obligations.

- Performed HIPAA risk audit and assessment for primary regional support facility.
- Oversaw facility management and construction design; including layout, contractors, and code compliance (fire, HIPAA, NIST) as well as for Department of Defense (DoD) contractual requirements.

### **NORTH TEXAS ACCOUNTABLE HEALTHCARE PARTNERSHIP (NTAHP)**

11/2012 – 05/2015 (merger)

#### ***Vice President of Technology and Services, Security Officer***

06/2014 to 05/2015

Senior IT leader responsible for technology policy and product strategy for a lean, non-profit 501(c)(3) multi-stakeholder organization. Lead IT implementation service teams responsible for deploying and maintaining complex Health Information Exchange (HIE) technology infrastructure across numerous vendors and healthcare systems.

- Served as the company Security Officer and acting CIO. Provided product development and implementation leadership.
- Worked with other Regional HIE CIO's to negotiate and resolve technical and policy issues.
- Lead point in various state policy initiatives, providing supporting strategies to CEO.
- Evaluated and made recommendations on funding opportunities, including federal grants and new business strategies.

***Director of Technology and Services, HIE, Security Officer***

11/2012 to 06/2014

- Directly oversaw numerous vendor relationships, while maximizing resource and budget allocation, adhering to stringent budgets, vendor negotiations, and state/federal regulations. Assumed role as CIO.
- Chaired Orion Health (vendor) HIE SaaS User committee.
- Managed \$1MM in annual spend, operating as the company's CIO and Security Officer. Managed technical and project staff as well as product development for multi-million dollar software initiative.
- Team leader for KPMG, EHNAC and HITRUST validations, and Meaningful Use obligations.
- Worked directly with multiple state entities including the Texas Health Services Authority (THSA) and the Texas Health and Human Services Office of E-Health Coordination (HHSC) in setting HIE policy and guidelines, as well to advance HIE in the state and federal arenas.

**VERIZON BUSINESS SOLUTIONS -TERREMARK**

***Implementation Manager II***

04/2012 to 10/2012

Team Leader and project manager responsible for the implementation and installation of Verizon technical solutions to top tier clients. Oversaw teams implementing and installing complex Managed Host Services and Cloud Computing Solutions for clients with monthly revenues of over \$100,000, and total value of over 2 million annually.

- Managed and implemented complex data center and IT infrastructure projects for two of Verizon's top 10 clients that were top 5 in the Fortune Global 500 and top 20 Fortune 500.
- Led the implementation of highly complex Managed Host Solutions, Network infrastructure and Cloud Computing Solutions while ensuring a high level of customer satisfaction in customer surveys.
- Created new training documentation for new and existing staff. Further enhanced implementation processes by creating and defining implementation standards for a variety of implementations and products.

**QUADRAMED**

***Sr System Management Implementation Consultant***

01/2009 – 04/2012

- Team Leader responsible for developing, implementing, and supporting a complex Electronic Medical Record (EMR) system in a variety of healthcare settings; balancing and maintaining numerous clients in high stress environments.
- Successfully developed and implemented IT System Management guidelines and training curriculum for flagship product. Received Corporate Annual Award for its completion and success. Led to additional revenue recognition/generation for company.
- Lead development of a variety of system modules, including e-messaging and document management.
- Worked towards and successfully completed CCHIT ARRA certification.
- Team leader for unit with highest average of individual and team billable hours exceeding corporate revenue goals.
- Responsible for corporate and client maintenance and instruction on IT infrastructure, system management and system administration. Trained numerous client Hospital IT staffs on system maintenance, installation, and troubleshooting.

**PHILIPS (via acquisition of Emergin)*****Technical Consultant Level 3***

01/2008 – 01/2009

- Consulted hospital staff in regards to hospital communication, and configured proprietary products to exceed customers' expectations.
- Tested and validated customer configuration, and trained end-users on maintenance and use of systems, while adhering to project timelines.
- Provided onsite Go-Live assistance, training, and troubleshooting in order to meet revenue goals.

**PDX, INC*****Account Manager, Level 2 Support Engineer***

05/2007- 11/2007 (CONTRACT)

- Coordinated the implementation and support of large, complex pharmacy information systems (PIS) while maintaining aggressive deployment schedules and a high level of customer satisfaction.
- Maintained strong communication oriented relationship with clients, and interacted with all levels of customers on a daily basis, representing the "voice of the customer" and the "face of the company."
- Tested, configured, and deployed Enterprise Pharmacy Systems (EPS), to several large retail/Pharmacy oriented clients. Conducted IT department level training using a variety of online media including web-ex.

**IBM*****Lead IT Instructor***

04/2007 -05/2007 (CONTRACT)

- Developed, created, and implemented various training materials including manuals, web-based learning software, and train the trainer materials.
- Conducted training classes for end-level and corporate level users of a complex retail pharmacy workflow system (Enterprise Rx by McKesson) for a large retail client in a hands-on classroom format.

**MEDHOST, INC*****Project Manager***

03/2007 -04/2007 (CONTRACT)

- Managed the implementation and installation of a complex Emergency Department Management System working closely with multiple customer contacts from end users to C-Suite leadership.
- Developed software installation and configuration documentation for corporate level training.

**TALYST (formerly Integrated Healthcare Systems)*****Implementation Specialist***

12/2005- 02/2007

- Coordinated the implementation and installation of various complex automation systems and inventory modules for several large healthcare systems.
- Developed training materials and created installation procedures for newest product line (autoPharm).
- Presented and demonstrated various clients the potential of a complex automation system in order to maximize sales opportunities.

**MDG MEDICAL**

09/2005 – 12/2005

***Project Manager***

- Lead the implementation of a software/hardware automation package for hospital acute care and pharmacy management. Consulted and instructed clients on proficient use of proprietary products while examining future potential sales opportunities.
- Managed all aspects of hardware ordering/delivery, installation, and training of products. Installation included basic networking, VPN connectivity, automation installation which included XP and 2003 servers, and editing various SQL databases and XML files.

**PARATA SYSTEMS, LLC*****Field Trainer, Consultant***

12/2004 – 09/2005

- Facilitated the implementation of several complex automation systems for one numerous Independent pharmacies and one of the largest Pharmacy chains as well as aided in improvement of training materials and development of product workflow incorporation.

- Assisted in creating HIPAA corporate compliance program and reviewed products for compliance.

## **PDX, INC**

### ***Consultant***

12/2002- 12/2004

- Facilitated the implementation, support, and development of the leading pharmacy operating system for numerous Fortune 500 clients.
- Lead classroom instruction for all levels of users, including IT, end-user, and corporate. Interacted with and relayed customer input to programmers, designers, and specialists to enhance and develop product.

### **Certifications**

- Verizon Project Management Certification, 2012.
- Verizon ITILv3 Foundation Certification, 2012.
- Certified Pharmacy Technician, CPhT, 1999- 2013
- Registered Pharmacy Technician, Texas, 2004- 2005
- Parata Certified Trainer, 2004 – 2005.

### **Associations**

- HIMSS (Health Information Management Systems Society), 2013 - current
- CHIME (College of Healthcare Information Management Executives), 2014 – current.
- Texas Association for Health Information Organizations (TAHIO), 2012- current.
- Association for Executives in Healthcare Information Technology (AEHIT), 2014 - current
- Texas Organization of Rural & Community Hospitals (TORCH), 2014 – current.
- Torch Foundation Technology Advisory Committee, 2014 –2017.

### **Technical Skills**

- Dell Sonicwall/Firewall administration, WAN including access points.
- UNIX, basic understanding of shell scripting. AIX, SCO Openserver, basic knowledge of SuSe and Ubuntu
- Microsoft Server 2008, 2013 system administration and configuration.
- Citrix ShareFile administration, Citrix Gotomeeting and Microsoft Livemeeting Administration, WebEx.
- Understanding of Network Storage (SAN), Server virtualization models (VMware, Citrix).
- Understanding of SQL Server, Enterprise Manager and Oracle Std and Enterprise.
- Experience with using and configuring, PlanView, Team Viewer, SharePoint, and Salesforce.com, Clarizen, MS Project, Office 365, SAP.
- PC setup and repair (MS software included), desktop/laptop hardware, server hardware
- Adobe Photoshop, Acrobat, Snag It, Snip IT
- Website design and maintenance, HTML, XHTML, XML, WordPress
- Biscom Fax administration, SecureFax/SFax administration
- Security- Trend Micro Encryption, Kapersky, Norton, Vipre

### **Education**

- BA in Sociology, minor in Kinesiology, The University of Texas at Austin

### **Coursework**

- FEMA IS-700.A: National Incident Management System (NIMS) An Introduction
- FEMA IS-100.HCB: Introduction to the Incident Command System (ICS 100) for Healthcare/Hospitals
- FEMA IS-200.HCA: Applying ICS to Healthcare Organizations (ICS 200)