

**From:** Justin

**Sent:** Tuesday, May 17, 2022 11:09 PM

**To:** Common Council Executive Committee <ccec@cityofmadison.com>

**Subject:** District 20 Alder Application

Hi folks, I'm sending in my application for the Alder vacancy for District 20. Thanks!

Name: Justin Novotney

Address: Madison, WI 53711

Telephone Number (Mobile):

E-mail Address:

Biographical Resume: attached

Statement on why I wish to serve:

I wish to serve as alder to be a part of creating the safe, nurturing, healthy world that I want my children to grow up in, and that I, myself, want to inhabit. I hope to help shape what happens in the City of Madison regarding our schools and funding, our neighborhoods and communities, and our police and jails. I wish to focus efforts toward our resiliency in the face of climate change, our response to the needs of historically marginalized communities, and voting rights / ending gerrymandering / getting money out of politics. I hope to better understand the political realm, the needs of different communities, and what it takes to pass meaningful legislation. I hope to find a particular niche that I may fill where my interest, passion, and talent can be of best service to my community.

Statement on what I wish to accomplish:

I wish to bring forward and support the type of community-focused legislation and action that lets folks more easily "be good" and fosters resiliency within communities in response to climate change and other crises of today. Let's make it easier to compost. Let's make it easier to drive the speed limit. Let's remove barriers so that the kinds of behaviors that foster healthy, whole, and resilient communities happen by default. To me, that might include promoting community gardens and neighborhood composting, as well as edible landscape permits - all of which help to keep food and waste local. It could also mean flexibility in zoning regulations, infrastructure needs in response to flooding that keeps communities safe, and traffic and public transportation improvements. Additionally, support for wellness and mental health, facilitating conversations of healing within our communities, especially as folks have been dealing with the personal and social ramifications of the Covid pandemic for the last two years, and ending gerrymandering and voter suppression & getting money out of politics would be important areas of focus.

Statement on whether I plan to run for alderperson in the Spring 2023 election:

I do not currently plan to run for alderperson in the Spring 2023 election. While it is plausible that my time serving as alderperson would help me see the value in running for election, the time and financial constraints of working to be elected (compared with assuming a vacant seat) are significant compared to my available time and financial commitments, mostly due to my 3 kids, ages 1, 4, and 6.

Phone:  
E-mail:

Madison, WI 53711

# Justin Novotney

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<b>Education</b>	University of Notre Dame Notre Dame, Indiana <b>Master of Education</b> GPA: 3.80	May 2012
	Parks College of Aviation, Engineering & Technology Saint Louis University St. Louis, Missouri <b>Bachelor of Science in Mechanical Engineering</b> <b>Engineering Mathematics minor</b> GPA: 3.45	May 2009
<b>Relevant Employment</b>	Wild Harvest Nature Connection – Lake Farm County Park, WI <b>Group Mentor</b>	2021 – Present
	▪ Facilitating nature connection with groups of 7-11 year olds every week, rain or shine	
	Novotney Family – Madison, WI <b>Stay - At - Home Dad</b>	2019 – Present
	▪ Managed small team, deadlines, complex problem solving	
	Epic – Verona, WI <b>Quality Assurance, Team Lead</b>	2013 – 2019
	▪ Managed large team, deadlines, complex problem solving	
	Marquette Academy – Ottawa, IL <b>Substitute Teacher</b>	2012 – 2013
▪ 3 <sup>rd</sup> grade – 12 <sup>th</sup> grade		
St. Patrick Academy – Sacramento, CA <b>7<sup>th</sup> - 8<sup>th</sup> grade Math &amp; Science Teacher</b>	2010 – 2012	
▪ Teacher; 7 <sup>th</sup> /8 <sup>th</sup> grade math and science		
▪ Moderator: Robotics Club & Science/Technology Club		
▪ Assistant Coach; Track, Boys Volleyball, Boys Basketball		
Dewey's Pizza – University City, MO <b>Server</b>	2007 – 2009	
<b>Neighborhood &amp; Civic Experience</b>	- Neighborhood composting pilot, 2022 - Host / facilitation of workshop on climate action, racial healing, 2020 - Hosted neighborhood dialogue, 2020 - Nature connection, land ethic, community resiliency	

**MATTHEW J. PHAIR**  
, Madison WI 53711

May 18, 2022

**RE: Interim District 20 Alder, Madison Common Council**

Members of CCEC:

I am writing to inform you of my desire to be a candidate for interim Alder for District 20 on the Common Council. I was sad to hear that Alder Albouras will be stepping aside, he's done a fantastic job representing his constituents as well as bringing a pragmatic, steady voice to Council discussions and decision making. I believe I would be able to step in and pick up where Christian left off. It seems to me that an interim Alder's main role is to carry out the remainder of the term as seamlessly as possible. Having served District 20 for several years in various capacities, most relevantly (and relatively recently) in this seat, I believe I would be a solid fit and wise choice as interim alder.

I wish to serve so that I can help constituents of District 20 continue to get the service and attention to their issues that they've come to expect. Additionally, I hope to provide the Council with a level of institutional knowledge and experience that seems to be needed during this time of high mid-term turnover and transition. In regards to accomplishments, as an appointed member I wouldn't be coming in with an ambitious agenda or list of priorities to tick off before the term is up. At the risk of being repetitive, I would like to pick up where Alder Albouras left off with District 20 issues that he's working on; I have a long track record of bringing constituents together to solve challenging problems. In addition, I would hope I can help the Council navigate what is projected to be a difficult 2023 budget as well as lend my voice to a host of challenging topics the City faces. I think I can bring a perspective, seeped in experience and problem solving, that could be of value to the Council and City.

While my intention is to not run for election in the spring of 2023, I have always believed that it makes sense to leave your options open, in politics and life generally. I've also always maintained, and am on the record saying as much, that this question shouldn't be taken into consideration when deciding who to appoint for an interim position.

Thank you for your time and consideration and for your tireless service to Madison! I look forward to speaking with you further about my candidacy.

Regards,

Matt Phair

## MATTHEW J. PHAIR

Madison WI 53711

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### BACKGROUND SUMMARY

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**Education and Business Professional, Civic Leader** with 15 years experience in the classroom and 8 years experience as a community leader. Articulate communicator, able to effectively interact with diverse populations of students, clients and constituents at a variety of levels. Consistently maintains excellent relations with students, parents, faculty, and administrators; constituents, community stakeholders, staff and elected colleagues. Seeking a position that offers professional growth and an opportunity to draw on a broad range of interpersonal skills and collaboration experience.

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### PROFESSIONAL EXPERIENCE

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**MOUNT HOREB AREA SCHOOL DISTRICT**, Mount Horeb, WI **January 2022-Present**

- Substitute teaching, middle and high school level

**CIVIS ANALYTICS**, Chicago, IL (remote) **January 2021 – January 2022**

**Government Partnerships Manager**

- Developed data science sales strategies to local and state governments
- Created relationships with state and local government officials
- Helped governments use good data and data systems to provide insights that benefit their constituents' lives

**MOUNT HOREB AREA SCHOOL DISTRICT**, Mount Horeb, WI **August 2008 – January 2021**

**Teacher, 8th grade Social Studies, Mount Horeb Middle School**

- Developed curriculum for and taught United States History
- Collaborated with other 8th grade staff; implemented innovative classroom simulations, other learning activities
- Mount Horeb students' social studies Forward Exam results are consistently among the highest in Dane County
- Coached freshmen basketball from 2008-2010

**CITY OF MADISON**, Madison, WI **April 2011 – April 2019**

**District 20 Alder, Madison Common Council**

- Elected to represent the residents of District 20 and the city of Madison.
- Served on City committees as appointed; Education Committee Chairperson
- Active listener who effectively communicated with constituents; Built partnerships to move the City forward.
- Led community effort to successfully build and implement *15 point plan* to address violence prevention and racial disparities in Madison
- Through the budget process, pushed the City to take a public health approach to violence prevention
- Initiated the Healthy Retail Access Program; allocating nearly \$1 million to improve access to food in low income neighborhoods
- Organized and led strategic neighborhood efforts to raise over \$3 million for two new neighborhood centers and a branch library

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### CITY OF MADISON COMMITTEE INVOLVEMENT

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- **Community Development Block Grant** (2011–present; Current Chair)
- Board of Health for Madison and Dane County (2011–2019)
- Education Committee, Chair (2011–2019)

- Affirmative Action Commission (2017–2019)
  - Common Council Executive Committee (2017–2018)
  - Community Development Division Conference Committee (2015–2017)
  - Common Council Organizational Committee (2012–2014; 2015–2016)
  - Healthy Retail Access Work Group Madison Food Policy Council (2012–2015)
  - Administrative Review Board (2012–2014)
  - Public Safety Review Committee (2010–2013)
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## **EDUCATION**

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**Masters of Arts Teaching**; Pacific University, Forest Grove, Oregon (2003)

**Bachelor of Science**; Sociology; Edgewood College, Madison, Wisconsin (2000)

**Study Abroad Semester**; Truman State University/Maynooth College, Maynooth, Ireland (Spring 1999)

### **TEACHING CERTIFICATION**

State of Wisconsin; Broad Field Social Studies (701), History (725), Sociology (745)

May 19, 2022

Common Council Executive Committee  
210 Martin Luther King Jr. Blvd  
Madison, WI 53703

RE: Application for the open seat for District 20 Alderman

Dear Common Council Members,

Please consider this as my application to serve as the Interim alder for District 20. Alder Christian Albouras has done good work in this constituency, I take this opportunity to continue his initiative. I've lived in Madison for over 20 years, out of which ten plus years in district 20. As you will learn from my materials enclosed, my background and my journey to the American dream positions me to best serve our diverse community.

If selected as alder, I will collaborate with neighboring alders and former Alder Albouras to understand in detail challenges of our constituents and initiatives to address them. My priority will be finishing any inflight project commitments and making this transition seamless for the community through open and transparent dialogue with the residents.

This is a great opportunity for me to gain experience in public service through an appointment. I will apply my professional education, personal experiences and challenges of growing up as a minority in a poor neighborhood of a big metro city in India.

Thank you for considering me for the open District 20 alder seat. I am very excited and look forward to contributing to my district and our great city of Madison.

Sincerely,

5/19/2022

X 

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Aslam Rakhangi

Signed by: Aslam M Rakhangi

# Aslam Rakhangi

Ph:

Madison 53719

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## PROFILE

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- ❖ Youngest of the three siblings who grow up in a low-income neighborhood in heart of Mumbai, India.
- ❖ High school education through catholic school that provided multi-culture, multi-language, and multi-religion inclusiveness and equality.
- ❖ Arrived in 1998 from Mumbai, India to Madison, WI, to complete by bachelors at UW-Whitewater.
- ❖ Broke the barrier of poverty through education empowerment and great guidance from mentors.
- ❖ 20+ years resident of Madison and more than 10 years in Valley Ridge Neighborhood, now in District 20.
- ❖ Married for 18 years and we have three daughters, age 17, 15, 9.

## LEADERSHIP AND RELATIONS

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- ❖ An energetic, innovative, problem solver, a team player committed to delivery of high-quality Service.
- ❖ A Seasoned Administrator and collaborative leader experienced in relationship-building, stakeholder management, assessment of organizational needs, strategic planning, and risk Management.
- ❖ Global Information Technology professional with over 20 years of experience in Software Development life cycle and managing large vendors to deliver complex IT solutions that realize business value.

## EDUCATION AND CERTIFICATION

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- ❖ MBA, General Management/Strategy - University of Wisconsin - Madison, 2015
- ❖ BBA, Management Computer Systems - University of Wisconsin – Whitewater, 2000
- ❖ Associate Degree in Electronics Engineering – University of Mumbai, 1993
- ❖ IT Leadership (certificate) - University of Wisconsin - Madison
- ❖ ITIL Foundation - IT Service Management, APMG

## CORE STRENGTH

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- Software Development Technical expertise
- Vendor Management and Governance
- Resource Management and Prioritizing
- Servant Leadership
- Contract Negotiation
- Project Management
- Strategy Planning & Deployment
- Coaching and Mentoring
- Global multi-culture experience
- Disaster Recovery/Business Resiliency planning
- Performance Evaluation/Review
- Team Building, Mentoring, Motivating

## PROFESSIONAL EXPERIENCE

**AMERICAN FAMILY INSURANCE - Madison, WI** 2020-Present

**Enterprise IT Vendor Manager**

- Launched and heads the Enterprise IT Vendor Management Practice at AmFam
- Manage and govern over 100 IT vendors for AmFam and Operating companies
- Architect of vendor strategies, vendor resource and vendor spend planning

**CUNA MUTUAL GROUP - Madison, WI** 2001-2020

*With 3,000+ employees and 500 IT staff, CUNA Mutual Group is the leading provider of insurance, financial and technological products and services to credit unions and their members worldwide.*

**IT Service Owner [IT Service Delivery Manager]– Business Focused Service** 2018 - Present

- Annual budget of \$1M under management for vendor engagement
- Performed governance in engagement models from Staff Aug. to Managed Services
- Direct supervisor for Cuna Mutual staff and vendor team of 25 resources
- Mentored interns by actively participating in CUNA Mutual Group internship program
- Responsible for Outage Management, Disaster Recovery and Business Resiliency Plan facilitator

**IT Support Manager [Retirement Services & Wealth Management]** 2014 - 2018

Lead a team of employees and contractor to streamline 2<sup>nd</sup> level Application support and transitioned it to 100% vendor sourced function to provide 24/7 support for critical application.

**IT Manager – IT corporate support** 2012 – 2013

Actuarial area under Finance department.

- Responsibilities include project management, change management, test strategy and planning.
- System owner for vendored actuarial applications, Polysystems, ArcVal, Triton, Moses, etc.
- Supervised IT staff that supported above systems and batch network that bridged these applications
- Created technology road map for actuarial space

**Business Systems Consultant – IT Lending** 2008 – 2012

**Investment Technology Analyst – MEMBERS Capital Advisors** 2006 – 2008

Responsible to lead development of new software, modify existing code, enhance, integrate, and maintain vendor developed investment software such as Bloomberg, PAM, Factset, OneSource, Holt, etc.

**Business Systems Analyst – IT Lending** 2003 – 2006

Responsible for providing technical support for the development, and maintenance of lending solutions.



## COMMUNITY INVOLVEMENT

*“Ask not what your country can do for you—ask what you can do for your country.” - JFK*

**President, Madison Cricket Club** – Managed and organized sport of cricket for international population that have made Madison their home. Over the period of 20 years with the club have had more than 2000 members enjoy the sport through the tournament administered by Madison Cricket Club. As club President supported Youth Cricket Wisconsin, a non-profit organization that promotes team sports in the youth.

**Reindahl park development** – 18 years ago worked with city of Madison to create the first ever cricket facility in the city of Madison. This facility has provided a state-of-the-art field in Wisconsin that has welcomed a diverse group and promoted sports and leadership.

**Tech Teacher** -Volunteered at local parochial school to teach technology and coding to elementary kids. Cultivating an interest in technology at an early age as it will be a necessity to succeed in any field of study.

**Motivational speaker for youth** – Helped build confidence and provided team building tools by attracting high school students to an international sport every semester at Monona High school.

**Volunteer, Wisconsin Fast Forward (WFF) grant** – Sat on review and evaluation committee for WFF grant program through Department of Workforce Development DWD. This had a direct impact to small business looking to start up or enhance their business.

**Mentorship of youth in underprivileged** – Providing guidance and mentorship to youth overseas that are in similar situation as mine to help them break the barrier and achieve their goals.

**Empowering women through sports** – Organized and removed barriers for women by contributing with resources and coaching for Indian and other South Asian women to play cricket in a formal tournament.

## **Why I wish to Serve**

I consider myself amongst one in million in India who accomplished more than they ever dreamt of. I attribute most of it to my good mentors, family support and the environment that I grew up in. The environment motivated me to challenge the status quo and break the walls & ceiling by empowering myself with education. Until the age of 25 I grew up in an apartment that was 150 Sq. ft. that received rationed water for two hours a day. Most of my neighborhood friends either didn't attend high school or didn't complete it. A lot of the friends that I grew up with had police records, sometimes because they did something wrong, but other times they happened to be at the wrong place at the wrong time. Yes, my parents struggled to put food on the table and pay for education for three boys, but as we got into our teens their biggest worry was to how to give us a better environment and save us from being "blacklisted" with law enforcement. During this struggle a lot of "angels", some I know about and some anonymous helped finance and refocus me on my goals.

Today, I am blessed to be in a very good position at a great company in the US, American Family Insurance. Throughout my life and career, I've benefitted from friends, colleagues, and community to get to where I am. By law of averages, I have 25% active life remaining, I have a strong desire to give back time to the betterment of the city that I now call Home. I want to contribute my time to make it the best place for our future generations. This nonpartisan position will provide me that platform to influence the decision we make for this city and its population.

## **What I wish to accomplish**

I came to United States with only two suitcases of books and cloths, fast-forward 25 years, today I own a four-bedroom house and raising three daughters (our biggest wealth). I have been a resident of district 20 for more than ten years and I am a regular at Elver park. I want my young daughters to interact with kids and families that come to the park, yet I am sometimes reluctant to take my young daughters to Elver. I've heard from others, and I do notice that the environment is not suitable for young kids. But then I question if it is not good for my kids, how is good for others? Rather than being worried about my own kids, I want to create inclusive

environment so that every parent feels welcomed in and around the park and in the city. I know safety has been a pressing issue for Adler Albouras and there has been progress made on that front, I want to further that effort. I am not a policy maker yet, but I am confident that I will be able to engage the diverse constituents and appropriate departments to enable it. The Elver park use case is a personal goal for me to achieve, with or without being in the office. They say, "it takes a village to raise a child", I want to make my small contribution to that.

Also, post Covid world has changed, we now live in a world that has increased the economic gap even more and as a result limited access to resources for our most vulnerable population. Eradicating poverty and unemployment are important to ensure we create a safe community. To address this, I will work for affordable housing by allocating resources for land banking, workforce development that provides good opportunities to our youth, and fund programs that support minority own business and BIPOC community. I will work towards creating programs that encourage teens to pursue and complete college, at minimum an associate degree that skills our youth to be financially sustainable. I have been in Information Technology for over 20 years, and I feel it is a great opportunity for women to get into this field. The flexibility it provides will enable women population to be in the workforce and provide financial independence to single moms. One other initiative close to my heart is renewable energy and environmental protection. I would work with the city's planning body to incorporate sustainability efforts not only for creating green city, but also to view it as a source of generating employment for the city.

Finally, I will work towards finishing projects the has been initiated during Alder Albouras' term.

### **Whether I plan to run for alderperson in the spring 2023 election**

While I am interested to serve, I am not ready to declare if I plan to run in the spring 2023 election. I want to take this opportunity to evaluate my own performance as an Alder for the district. I want to gain credible experience serving the residents through this interim period that will allow me to understand time commitment and do justice to the position. This will prepare me for opportunities in public service.

Joseph Ryan

Madison, WI 53719

## **Biographical Resume**

### Work/Education History

- See Attachment – Joseph M Ryan Resume for work history and education
- LinkedIn Profile: <https://www.linkedin.com/in/joseph-ryan-829b578/>

### Neighborhood/Civic Resume

- District 1 Leadership Committee
  - Founding Member – 2015-2016
  - This organization helped bring together the community to form the Madison West neighborhood Association.
- Madison West Neighborhood Association (MWNA)
  - President/Founding Member 2016-2022
  - Accomplishments:
    - Midtown Police Station + Staffing
    - Jeffy Trail Preservation
    - Elver Park Community Center Priority setting on City's Budget Horizon List
    - Elver Park Farmers/Community Market
    - Winterfest Sponsor/Supporter
    - WestFest Sponsor/Supporter
    - NRT Representation
    - Westside Newsletters
    - 300+ members
    - Hosting Movie nights in the Parks
    - Supporting/sponsoring local charities
    - Pilgrim Park Orchard Project
    - Sponsoring Community Social Events
    - Supporting trash pickup days
    - Hosting virtual meet and greets with local officials: Rep. Subeck, Sup. Peters, Mayor, Alder McKinney, MPD
    - Architecting a startup plan for Community Gardens in High Point Park
    - Neighborhood Association partnerships – Green Tree NA, Meadowood NA, etc.
- City of Madison – Sustainability Committee
  - Member – 2017-2019
- Valhalla Valley Homeowners Association
  - Secretary/Treasurer – 2014, 2022
- Elver Park Famers/Community Market
  - Founder/President – 2017-2019

### Civic Awards:

- City of Madison - In Honor, Recognition, and Appreciation Dedicated Service
  - Received 02/2022
- City of Madison – Neighborhood Award, Certification of Recognition
  - Received 08/2016
- Madison Police Department - Recognition Citation Award from the Madison Police Department
  - Received 04/2016

### Statement of Intent to Serve

Madison has become my family's home for over a decade. Throughout the years our family has grown by three children (10yrs, 8yrs, 6yrs currently) and one small business. We have deep roots here between family, friends, businesses, and community. Quickly, for me it became apparent that if you wanted to ensure you have a prosperous community not for just yourself but for all your neighbors, you had to get involved. Working with as many neighbors from different backgrounds, economic situations, histories, etc. I learned we had to get people out of their silos and start seeing/talking to each other to break down barriers.

This was one of the main driving factors in forming the Madison West Neighborhood Association (MWNA). Working with Commonwealth Development, MPD, NRTs, Wisconsin Youth, private businesses, and many others in the community we were able to bring many groups together and start to build a community that embraces its diversity and its common concerns and goals. From the left to the right, we found common ground, and we were able to accomplish a great deal of items on the westside because of this.

Therefore, I want to serve as replacement Alder for District 20 to continue bringing down barriers and building community. It is imperative we find a way to work together as this country continues to divide itself. After discussions with Alder Barbara McKinney (D1 – our previous Alder before boundary changes - probably the most respectable person I have ever got to know) I feel that this would be a great next step to help continue these efforts.

The top items on my radar that I want to accomplish are:

- Increase community gatherings at local parks: Movies in the Park, WestFest, Winterfest and more!
- Elver Park focus items:
  - Create a go forward plan for the Elver Park Community Center (currently on the Horizon Budget List)
  - Have parks move forward on a dog park at Elver Park
  - Work with private businesses like Woodman's, Exact Sciences, etc. to bring back Elver Park Fire Works
- Connect the different non-profits together so they are working together and not against each other for funding
- Review and address the heightened crime the westside is experiencing
- Review and create a plan to revitalize the economic Gammon Rd corridor
- Review and address the rising tax rates on property owners
- Review and address affordable housing
- Review and address infant/child day care needs for the economically vulnerable

### Statement on Spring 2023 Election

At this time, I do not know if I will want to run for the seat or not.

Thank you for the consideration,

Joseph M. Ryan

# JOSEPH M. RYAN

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Madison, WI

## Professional Experience

### **Allscripts Healthcare Solutions, Remote EHR Solutions Manager**

**2020 – Current**

#### **Key Responsibilities**

- Manage multiple development scrum teams using Agile and Safe techniques
- Subject matter expert in all areas of Electronic Health Records
- Develop clinical, technical, and business requirements and lead them to success
- Work with 3<sup>rd</sup> party vendors including US Government to develop relationships/partnerships

### **Allscripts Healthcare Solutions, Remote EHR Senior Implementation Consultant**

**2016 – 2020**

#### **Key Responsibilities**

- Lead C-Level & upper management presentations and calls
- Spearheaded, designed, & implemented clients through extremely complex acquisitions and mergers with databases, training, conversions and migration projects with dozens of direct teams and resources
- Mentored new hires and managed knowledge transfers for each new hire
- Worked closely with internal leadership to create methodology around process improvement and new hire practices

### **National**

#### **Independent – Project / Implementation Manager**

**2013 - 2016**

#### **Key Responsibilities**

- Project management consulting for EHR implementations, upgrades, documentation, optimizations, conversions and interfaces (Lab, Imaging, Registry, Scheduling, PACs, etc.)
- Lead Consultant for complex conversions to Allscripts EHR
- Designed/built ICD9 to ICD10 transition with primary care and specialties
- Meaningful Use Stage 1 & Stage 2 (MU1 & MU2) project lead and senior implementation for small and large organizations, expert in reporting, core measures, CQMs and workflows

### **Northwestern University, Chicago, IL**

#### **Adjunct Professor – Medical Informatics**

**2014 - 2016**

#### **Key Responsibilities**

- Assist students in learning about the American Health Care System, Medical Technology Acquisitions and Assessments
- Advisory Board Member to the Masters in Medical Informatics Program
- Collaborating on a new Medical Informatics text book

**Project Navigation, Madison, WI**  
**Senior Project Manager & Implementation Consultant**

**2010 –2013**

**Key Responsibilities:**

- Project management with large & small clients using PMP techniques
- Manage interface teams for setup with multiple internal and external systems and train advance usage of SQL tools for interface and system setup/design.
- Project Lead of Allscripts Ambulatory EHR implementations, directing up to 20 people in a given project.
- Create, document and direct new process improvement plans.
- Manage design & build sessions on all EHR modules with 15+ individuals and multiple business groups (IT, Clinical, Legal, HR, C-level, etc).
- Optimize electronic workflow prior/after implementation with multiple analysis tools, i.e. GAP Analysis, Risk Analysis, etc.
- Work closely with C-level leadership to discuss business strategies.
- Mentor new internal consultants to bring them up to speed on company values, techniques, and next steps to become a senior consultant.
- Lead a team up to 20 including consultants, analysts and techs on a given project.
- Information Technology integration/conversion lead for legacy software, leading IT teams to integrate old systems.
- Implementation/Configuration of Meaningful Use Measures Stage 1 & 2, HEDIS measures and other CMS/Insurance incentive programs.
- Create documentation on new software and custom training documentation for unique workflows and system design steps.
- Senior implementation consultant for University of Louisville; lead implementation consultant for JSA Healthcare for their 30 plus sites; lead implementation consultant for Danbury Health Systems multi-specialty group with 20 plus sites; lead implementation consultant for the largest Urology group, UroPartners with 30 plus sites; lead implementation consultant for Creighton University Medical Centers, a multi-specialty group and residency program and; lead implementation consultant for EEHR build at Eastern Tennessee State University, multi-specialty program.

**Advocate Medical Group, Oakbrook, IL**  
**EHR Business Analyst**

**2008 - 2010**

**Key Responsibilities:**

- Develop/document new methodologies for Allscripts EEHR v10.x implementations
- Conduct custom end-user training with physicians and staff
- Improve electronic workflow increasing physician adoption using BA techniques
- Perform GAP analysis prior to EHR implementation for each site
- Lead project kickoff meetings with clinicians/medical directors to gather and document all processes and procedures
- Document functional and technical requirements into a system requirements document, incorporating Visio diagrams and Excel spreadsheets
- Designation of value metrics associated with implementation goals
- Provide direction and mentoring to junior staff
- Test & monitor interface functionality, maintain bug and defect tracking
- Determined feasibility of implementing 2400 independent physicians on the Advocate Medical Group EHR infrastructure

**Allscripts Healthcare Solutions, Chicago, IL**

**2006- 2008**

**Upgrade Implementation Consultant, TouchWorks EHR and Implementation Manger, eRx Now**

**Key Responsibilities:**

- Managed a professional services team of 6 individuals within the “eRx” business unit
- Mentored new professionals into the workplace and organization and ensured successful user adoption of proprietary software package through National Training Lead role
- Generated client awareness around key regulatory changes ([National ePrescribing Patient Safety Initiative](#)) and promoted to Upgrade Implementation Consultant in TouchWorks
- Streamlined product implementations and performed national training for more than 150 clinicians at a single time
- Worked with all levels of healthcare organizations including Executive Leadership to implement new software and managed multiple TouchWorks implementations
- Established PMP rubrics and implementation techniques to be used internally and externally.
- Worked with internal development resources during TouchWorks v11 Beta Integration development with Practice Management and Lab Information Systems (lead interface design/build) TouchWorks v11 & v10 EHR workflow design and configuration.
- Experience with 15+ TouchWorks Organizations
- Developed key upgrade documentation on Lab Synchronization, Build Work Book, internal upgrade training and v11 Workflows and created/hosted interactive internal and external trainings on the v11 upgrade process

**PLATO Learning, Inc., Bloomington, MN**

**2005 - 2006**

**Program Manger**

**Key Responsibilities**

- Developed and managed the Account Managers-in-Training Immersion Program
- Trained and hired new Account Managers every three to six months
- Designed and implemented new strategic department to increase sales and customer loyalty retention
- Initiated and coordinated direct marketing campaigns for the Midwest & Southern regions
- Developed sales training for product and marketing campaigns in the Midwest region
- Promoted from Account Manager to Program manager within five months
- Top performing Account Manager-in-Training, bringing in \$70,000 revenue in sales a month

**Education**

**Northwestern University, (Chicago, IL)**

MS in Medical Informatics, June 2012

Teaching Assistant for Medical Informatics Program, 2013-2014

**American Management Association**

Presentation Success: How to plan, prepare, and deliver Effective Presentation, 2006

**University of Minnesota, (Minneapolis, MN)**

Carlson School of Management

Presentations: Coaching For Executives, September 2006



**Michigan State University (East Lansing, MI)**

BA in Business Administration May 2005

BA in Philosophy May 2005

Minor in German

Minor in International Business

**Lancaster University (Lancaster, UK)**

Three semesters at the university in the areas of: Economics, Philosophy & German

**Professional Organizations**

Midwest HIMSS Chapter, Wisconsin Dairyland HIMSS Chapter, Student HIMSS Chapter, Project Management Institute (PMI)

**Technical Competencies**

MS Office, TouchWorks v10,11,19,20-22 Certified, ConnectR Build, MS Project, HTML Coding, Camtasia, Azure DevOps, Service Now

**Community Work**

District 1 Leadership Committee – President

Madison West Neighborhood Association - President

City of Madison – Sustainability Committee - Member

Valhalla Valley Home Owners Association – Board Member

Elver Park Farmers Market – Founder

Friends of Elver Park – Member

**LinkedIn Profile**

<https://www.linkedin.com/pub/joseph-ryan/8/b57/829>