

Edward Witchey, MSPM PMP ITIL

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Information Systems & Project Management Professional

Results oriented professional leading all aspects of large-scale, technically complex software implementation projects. Bring a track record of providing the oversight, experience, knowledge, and creative solutions necessary to improve operations and meet project milestones.

AREAS OF EXPERTISE

Project Planning	Change Management	Portfolio Management	Vendor Management
Project Team Leadership	PM Lifecycle Management	Stakeholder Management	System Implementation

PROFESSIONAL PROFILE

Natural leader – forge consensus around shared goals, credible action plans and clearly communicated visions of success.

Relationship builder – cultivate partnerships in order to facilitate projects, reduce roadblocks and ensure maximum value.

Solutions focused – view project setbacks and shifting requirements as opportunities to grow and exceed expectations.

PROFESSIONAL EXPERIENCE

Merakey (formerly NHS Human Services) – Blue Bell, PA

02/2017 – Present

Director, IT Project Management Office (PMO)

02/2017 – Present

- Led all aspects of IT projects from start to finish including project team resource identification, tracking progress, designing and monitoring key metrics, project planning, requirements gathering, technical & functional documentation, issue tracking & resolution, and formalized project closure. Provided expertise and support during system upgrades, installations, conversions, and file maintenance.
- Maintained consistent reporting on project portfolio status, throughput, and resource capacity and demand utilization.
- Managed the department and created processes to improve project management governance and disciplines.
- Directly supervised the work of Project Managers, mentors and coached project team members, as appropriate. Managed third-party partner and/or vendor relationships, as necessary.
- Implemented best practices, techniques, and tools for project management and planning in alignment with both industry as well as company standards.
- Coordinated with the Corporate Strategic Planning Office to build the structure for the IT PMO and to ensure consistent project management methodologies and approaches were being leveraged consistently enterprise-wide.
- Collaborated with varying levels of direct and indirect reports/resources and managed through influence. Used capabilities to influence customers, stakeholders, and project managers to properly manage divergent expectations.
- Developed, maintained, and implemented business continuity and disaster recovery strategies and solutions, including risk assessments, business impact analyses, strategy selection, and documentation of business continuity and disaster recovery procedures and policy.
- Developed strong relationships with business and IT operational leadership to align internal and external demands, priorities and processes.
- Engaged in ongoing research of emerging trends which benefited the organization's goal of strategically implementing technology to enhance business and/or clinical performance.
- Prepared annual operating and capital budgets for designated cost center(s) as well as managed P&L.

Information Security Officer

05/2017 – Present

- Responsible for the ongoing management of the information security policies and procedures in order to maintain the confidentiality, integrity, and availability of ePHI and all organizational healthcare information systems.
- Focused on ensuring the HIPAA Security Rule was maintained. This included management of administrative, technical and physical safeguards specifically as they relate to electronic PHI (ePHI) and includes protection of ePHI data from unauthorized access, whether external or internal, stored or in transit.
- Established employee awareness of HIPAA and HIPAA compliance especially as it relates to security.
- Developed appropriate policies, standards, guidelines, and procedures for information security systems.
- Coordinated with the Privacy Officer.
- Developed appropriate polices for incident management of HIPAA security issues.
- Coordinated and conducted annual risk assessment.
- Assured that risk acceptance decisions and accompanying mitigation controls were formally documented.

Rothman Orthopaedic Specialty Hospital – Bensalem, PA

09/2012 – 02/2017

Director of Health Information Systems

07/2014 – 02/2017

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, telephones, software applications, and peripherals.
- Provide expertise and support during systems upgrades, installations, conversions, and file maintenance.
- Oversee systems development and enhancement and the integration of new systems with existing systems.
- Work with advocacy staff to develop strategies and plans to enhance client services, improve user effectiveness, and foster innovation.
- Creates and maintains all aspects of project planning
- Manage staff, including hiring, training, evaluation, guidance, discipline and discharge.
- Develop standard operating procedures and best practices, including providing written protocols and guidance to staff and to end-users.
- Ensure the creation and maintenance of all written documentation, including system and user manuals, license agreements, and documentation of modifications and upgrades.
- Oversee provision of end-user services, including help desk and technical support services.
- Keep current with the latest technologies and determine what new technology solutions and implementations will meet business and system requirements.
- Manage financial aspects of the IT/IS Department, including purchasing, budgeting, and budget review.
- Develop and implement all IT/IS policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.

Manager of Health Information Systems

09/2012 – 06/2014

Conceptualize, structure, and deliver high quality project deliverables against project scope, milestones, timeframes and budget.

- Led a team of 25 employees in a hospital-wide electronic health record (EHR) implementation. Key deliverables included: requirements gathering and building cross departmental consensus for initial project scope, vendor assessment, training management, and developed the framework to bring the system into a live daily working environment from a manual paper process.
- Established effective communication with managers across technical and non-technical departments to identify key plan tasks and due dates, managing integrated change control.
- Responsible for obtaining attestation in The Medicare and Medicaid Electronic Health Records (EHR) Incentive Program by demonstrating adoption, implementation, upgrading, or meaningful use of certified EHR technology.

Abramson Cancer Center at the University of Pennsylvania – Philadelphia, PA

03/2011 – 8/2012

Project Specialist

Served as lead project specialist for the clinical trials management system and acted as the primary contact for support

and training. Performed system analysis to remain CFR 21 part 11 compliant.

- Managed advanced training sessions across multiple departments in the Penn Medicine network.
- Oversaw all aspects of training curriculum and technical writing.
- Provided high level of application support for all facets of the CTMS project.
- Acted as a liaison between the application vendor, development, operations, and management.

Harris Computer Systems – Horsham, PA

06/2009 – 02/2011

Application Consultant

Specialized in the implementation and training of flagship enterprise software application developed for small municipal governments.

- Primary responsibilities included project management for software implementations.
- Created methodologies for training and improved speed and client satisfaction of typical installations by revamping processes.
- Developed procedures for interpersonal training and developed interactive training tools
- Assisted in software testing, update management, and release deployment.
- Worked on a team of 5 to develop a new application using advanced technologies

Edmunds and Associates – Northfield, NJ

06/2005 – 06/2009

Technical Support and Training

Prepared clientele to accomplish job results by planning, conducting, and evaluating computer training. Provided technical support for financial software suite.

- Created and maintained a marketing and customer website
- Developed content for presentations, seminars, and user group conferences
- Problem resolution through client interaction
- System configuration to meet client specifications
- Acted as a liaison between the client and the development team.

VOLUNTEER EXPERIENCE

Calvary Chapel of Marlton – HopeFM – Marlton, NJ

08/2011 – Present

Content Manager

Responsible for the weekly management of pre-programmed radio station content.

Calvary Fellowship of Camden – Board of Directors Vice President, Treasurer

01/2016 – Present

EDUCATION, TRAINING AND LICENSES

ITIL Foundation Certificate in IT Service Management – Certificate Number: GR750381936EW

2018

Master of Science (MS), Project Management – Boston University

2017

Certified Project Management Professional PMP #1700423

2014

BA, Rhetoric and Communications – Hamilton College – Clinton, NY

2002

AFFILIATIONS

Member – Project Management Institute (PMI)

2013
