Wesley C. Byers

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Implementation Project Manager

Customer centric Project Manager with a strong technical background and 15+ years experience with healthcare information systems; focused on cultivating and sustaining robust customer relationships through engagements characterized by attention to detail, completing projects within budget and on schedule, and with open, honest, and timely communication.

PROJECT MANAGEMENT EXPERTISE

- Customer Relationships
- Cross Functional Team Leadership
- Scope & Change Management
- Requirements Analysis
- Troubleshooting & Issue Resolution
- Process Improvement
- Communications
- Time Tracking & Status Reporting
- Risk Planning & Mitigation

TECHNICAL EXPERTISE

- Technical Implementation
- Training Development & Delivery
- Application Configuration
- EMR/EHR/HIM Applications
- Software Development Life Cycle
- Visual Studio, C#, SQL
- Remote Presentations
- Product Support
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

BAXTER HEALTHCARE, Medina, New York 2016 - Present
Project Manager (Contractor)
Manage multi-discipline engineering projects in a regulated medical devices manufacturing environment.
- Lead key project meetings with top management and cross-functional project stakeholders to define scope, gather requirements, design appropriate solutions, and schedule project deliverables.
- Identify potential risk and develop mitigation strategies and contingency plans.
- Develop detailed project plans, track issues, manage change, and communicate status throughout projects.

BYERS CONSULTING, Brockport, New York 2001 – 2016
Project Manager / Business Analyst / Software Engineer / Consultant
Services include project work and consulting for large national organizations and local small businesses.
- Trusted to solve problems considered to be too difficult to be assigned to other vendors.
- Generate repeat business and add new clients by providing superior customer experience, surpassing expectations with in depth requirements analysis, accurate budget and schedule estimates, and the delivery of high quality solutions.
- Translate business requirements into technical specifications.

DAYONE SYSTEMS, LLC., Brockport, New York 2012 – 2014
Implementation Project Manager – Veterans Health Administration Contractor *(VA Clearance)*
Lead and coordinate multiple concurrent implementation projects to deploy self-service patient check-in kiosks and staff facing software at 31 VA Medical Centers and over 90 regional VA clinics.
- Responsibilities included requirements analysis, planning, scheduling, change management, site verification, client training, team leadership and mentoring, and reporting to internal and external executive leadership.
- Organized and led weekly teleconference meetings for planning and status briefings.
- Led on-site go-live teams of 5 to 10 specialists performing hardware deployment, application configuration, and user training.
- Developed daily action plans and readjusted to accommodate customer needs and emerging issues.

- Received a high customer satisfaction rating through effective communications, accurate planning, best practices guidance, creative problem solving, and completing project objectives on schedule.
- Recognized and rewarded for implementing project management process improvements and for mentoring other project managers and team members.

SITEWORX, INC., Rochester, New York   2009 – 2011
Technical Support Manager
Hired into this newly created position to improve customer service and to free web development teams from ongoing support duties by consolidating ad hoc support engagements under a dedicated professional services group.
- Developed the Technical Support department into a profitable business unit within the first year.
- Improved delivery of support services while managing multiple client accounts, resolving software and configuration issues, and implementing projects up to $100K in scope.
- Won Profitability Achievement Award in 2011, attaining over 90% billable time while meeting Service Level Agreement (SLA) goals and managing scope based on Statement of Work (SOW) specifications.

CIBER DEFENSE TECHNOLOGY SYSTEMS, Rochester, New York   2008 – 2009
Analyst II - US Army Reserve Contractor – *(DOD Interim Secret Clearance – October 2008)*
This was a short-term staff augmentation role, replacing a soldier who had been called up to active duty.
- Responsible for resolving escalated software, network, VPN, and system configuration issues, coordinating hardware repairs, and installing software upgrades.
- Created processes and logistics plans for preparing 100s of new computers for customer delivery.
- Implemented process improvements resulting in an 85% reduction in labor.
- Completed Information Security Officer training and assured compliance with established security protocols.

POINT OF CARE SOFTWARE, INC., Honeoye Falls, New York   2003 – 2008
Founder / President / Software Engineer
Point of Care Software was founded to provide ongoing technical support and software maintenance to JRS clients, allowing them to continue use of the JRS Clinical EMR System after SpaceLabs Medical discontinued support of the application.
- Managed customer relationships.
- Negotiated contracts.

STATE UNIVERSITY OF NEW YORK AT BROCKPORT, Brockport, New York   2002
Adjunct Professor, Management Information Systems

JRS CLINICAL TECHNOLOGIES / SPACELABS MEDICAL, Fairport, New York   1993 – 2002
Software Engineer / Project Manager / Consultant
JRS was a leading supplier of bedside Clinical Electronic Medical Record (EMR) systems to hospitals. It was acquired by SpaceLabs, Inc. in 1995. SpaceLabs executive management hand-picked Wesley as an independent consultant to support remaining JRS clients after closing the Fairport operations in 1998.
- Analyzed business requirements, defined scope, designed, developed, and tested major enhancements to the JRS Clinical EMR System.
- Installed and configured application for customer implementations.
- Planned, coordinated, delivered, and installed software upgrades.

EDUCATION

SUNY BROCKPORT, Brockport, New York
Bachelor of Science, Computer Science and Mathematics