

PHILIP A MAJEWSKI, MS, PMP

Denver, CO
ph.majewski@gmail.com

610.420.2426
[linkedin.com/in/philip-majewski](https://www.linkedin.com/in/philip-majewski)

PORTFOLIO, PROGRAM, & PROJECT MANAGEMENT LEADER

Leading Strategy through Execution

Expertise building, developing, and leading product and project management teams, delivering applications, infrastructure, process solutions, and overall business value. Execute on cloud strategy for better business agility and DR (cloud faxing, Office 365, content management, LMS, and ITSM). Drive process optimization and automations that deliver multi-million-dollar savings and allow growing businesses to support sustained operation excellence. Partner with executive leadership across the organization to solve complex problems and create cross-functional work groups that provide meaningful change.

EXPERTISE & TECHNICAL SKILLS

- IT & Business Strategy Planning, Development, & Execution
- Situational Leadership
- Motivating & Influencing Enterprise-wide
- Emotional Intelligence
- Budgeting & Cost Tracking
- Vendor Management & Contract Negotiations
- Expert Microsoft Office, including Project / PWA and Visio
- Azure DevOps / TFS PowerBI, SQL, and Analytics

PROFESSIONAL EXPERIENCE

ALLSCRIPTS, Denver, CO

Program Manager (remote)

2019 - 2020

Reported to co-founder and BU leader of revenue cycle management services, executing multimillion-dollar mission-critical initiatives around cost savings, customer satisfaction, and automation. Managed onsite / offshore vendors, internal resources, and budgets / timelines, and initiated escalations to ensure successful program delivery.

- Created business case for UiPath robotic process automation (RPA), demonstrating ROI of 20+ FTEs for 12+ use cases and facilitated successful proof of concept and workshops with vendors and internal stakeholders.
- Led RPA and offshore labor partnership implementation with Sutherland that resulted in creation of 100+ bots automating work of dozens of FTE, lowering labor costs 50% on back-office functions and generating multimillion-dollar YOY savings.
- Orchestrated offsite 3-day event between vendors, development teams for PayerPath, and Practice Management sales and service delivery to foster collaboration, delivering year-long roadmap of system enhancements to best support services team and clients.

AMERICAN SPECIALTY HEALTH, San Diego, CA

Associate Director, ITO PMO

2018 - 2019

Collaborated with C-level executives and organization leadership to define technology roadmap and align project priorities to achieve strategic objectives. Headed bimodal project management office (PMO) and portfolio of up to 60 projects with annual budget of up to \$4M. Managed team of 5 project managers that drove enterprise-wide change.

- Identified and led implementation of Microsoft Project Online for project / portfolio management with Power BI for metric reporting, delivering standardized project, program, and portfolio tool used organization wide that allowed C-level executives a holistic view of all key initiatives, resources assigned, and budgets.
- Executed projects that reduced technology debt and increased disaster recovery posture, eliminating 100+ 2008 servers from environment, transitioning legacy applications to cloud environment (RightFax), and migrating to VOIP-based call center.
- Partnered with security and DevOps, strengthening security posture via tools, such as SolarWinds, and ensuring HITRUST and other audits were completed for maintaining industry differentiator certifications.

AMERICAN SPECIALTY HEALTH (Continued)**Senior Manager, ITO PMO****2016 - 2018**

Matured ITO PMO processes to streamline workflow and implement metrics to measure improvements. Partnered with cross-functional corporate PMO offices to set organization standards. Steered projects spanning telecommunications, networking, datacenter, database, security / compliance, and business systems / apps.

- Led Optical Character Recognition (OCR) integration, automating 95% of clinical claims data entry; cradle to grave included identifying vendors, proof of concepts, contract, and pricing negotiations through go live, and handoff to operational support. Earned Innovation Project of the Year in 2018.
- Formed development and DevOps alliance, gaining participation in SAFe-based quarterly planning meetings, weekly collaboration with product owners, managers, and engineers, synchronizing key strategic initiatives enterprise wide, and eliminating prior resource issues causing delays to projects and programs.
- Executed CardEasy project within weeks, resulting in organization becoming payment card industry (PCI) compliant. Project involved managing vendor in UK and development teams and call centers across US.

Manager, ITO PMO**2013 - 2016**

Developed PMO best practices based on Gartner (people, process, technology) and PMI frameworks. Built and grew team of project managers. Partnered with BUs and strategic vendors to execute on organizational objectives.

- Expanded team from 2 to 5 and developed junior members on agile and traditional methodologies, resulting in 1 PMP, 1 CAPM, and all earning certifications on ITIL V3 and proficiencies in SCRUM / Agile principles.
- Strengthened alliances with leadership across the organization, driving cross-functional collaborations, such as Topyx LMS implementation between training and HR teams, with 30+ on demand trainings managed in a single tool that allowed reporting for auditors and producing \$250K in annual savings.

Project Manager**2011 - 2013**

Managed projects from inception through implementation, with focus on regulatory content management and retention (claims, medical necessity forms, credentialing).

- Spearheaded upgrade of content and capture management system Kofax, mission critical to business flow, delivering upgrade claims, credentialing, and utilization management process efficiencies, reducing system downtime 20%, and introducing capabilities that allowed staff to be more productive.

Business Analyst**2007 - 2011**

Created system specifications for projects and coordinated with developers and stakeholders during development (application / website, SQL reports, automated letter generation) for successful implementations.

- Headed UI upgrade of key web application, enabling online submissions of claims, UM, and credentialing materials (10M+ transaction annually). Partnered with developers and business stakeholders, ensuring functionality remained uninterrupted while cleaner UI improved user experience; launch was positively received by user base.
- Contributed as primary point of contact for 3 applications (desktop and web) and managed 60+ system enhancements annually, including authoring requirements documentation, screen shots / mockups, testing, and coordinating with end users on release and issues resolutions.

EARLIER EXPERIENCE

COMPONENT CONTROL, San Diego, CA - **Marketing Relations Representative**

UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA - **Network Administrator**

CHILDREN'S HOSPITAL OF PHILADELPHIA, Philadelphia, PA - **Business Analyst**

EDUCATION | CERTIFICATIONS

- **Master of Science (MS)**, Information Systems Management, University of Liverpool, Liverpool, UK
- **Bachelor of Science (BS)**, Information Technology, Drexel University, Philadelphia, PA
- Project Management Professional (PMP)
- Agile / Certified SCRUM Master (CSM)
- Scaled Agile Certified SAFe Product Owner/Product Manager
- ITIL V3