Milton Brown

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 \_\_ \_  **Executive Level IT Professional**  \_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Experienced **EXECUTIVE LEVEL IT Professional** with extensive experience in health care, entertainment, transportation and municipal governments. Proven track record of delivering quality results that impact productivity, performance, and cost. Demonstrated success in implementing IT Strategy, Cloud Computing, Program Management, Vendor Management, and Enterprise Level Software Solutions.

 **PROFESSIONAL EXPERIENCE**

**Practice Director 2015 - 2019**

Sparkhound

* Lead team of developers, database administrators, QA analyst, and project managers through the modernization of a retail Point Of Sale (POS) system custom developed on VB.net for a $3 billion a year retailer. The POS is currently deployed across 3500 stores in the United States, Puerto Rico and Canada.
	+ Integration of the POS with a new payment processors to ensure PCI compliance.
	+ Restructured process flow to ensure the security of Personally Identifiable Information (PII).
	+ Architected middle services (BizTalk) tier to remove system dependency on 3rd party vendors. This allowed for the interchange of 3rd parties without disruption to existing system integrations.
	+ Redesigned SQL Server database to ensure accurate accounting of over 300,000 financial transactions per day.
	+ Upgraded business capabilities to allow for spot creation and delivery of new promotions to target specific customer groups and products.
	+ Improved ETL from file movement to SQL Server Integration Services between IBM DB2, MS SQL Server, and Oracle 12c.
	+ Established new deployment strategy for POS using SCCM and Change Tracking on the RDBMS.
* Migration of business capabilities to new commercial of the shelf (COTS) platform.
	+ Directing the design of data flow with 3rd party and off shore teams to ensure seamless transition to new COTS platform that sits on Oracle 12c. This included the transitions to BitBucket and Azure.

**Enterprise Architect 2014 – 2015**

Contractor at CHRISTUS Health

* Implemented 3 new lines of business for hospital network to include Medicare Advantage, Medicaid, and Health Insurance Exchange health care plans. This project ran across Texas, Louisiana, and New Mexico. I was responsible for 3rd party vendors, off shore teams, security, infrastructure, and operational staff. This project had a $9 million budget and was delivered just under 1 year.
	+ Identified, negotiated pricing, and implemented COTS for claims management. COTS was a software as a service (SAAS) solution.
	+ Established EDI with department of Health and Human Services for Texas, Louisiana, and New Mexico.
	+ Lead through the design and implementation of IBM Enterprise Service Bus (ESB). To securely manage ETL across disparate systems and platforms to include: EPIC, Claims Management, Secure FTP, AS2 and more.
	+ Determined service level agreements (SLA’s) for each 3rd party and internal departments to ensure program success.
	+ Developed disaster recovery and business continuity plan to ensure new business capabilities were sustainable and in compliance the Texas Department of Insurance (TDI).

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**VP, IT 2005 – 2014**

ESI Healthcare Business Solutions

Developing and implementing solutions to meet the specific needs of clients in the medical industry. Providing leadership for the IT function to include overall operating environment, budgets, application architecture, policies and procedures, and tool sets.

**Selected Accomplishments:**

* Developed claims adjudication engine to manage contracted relationship between payer and providers. This solution was developed using Windows Workflow 4.0 and SQL Server. It took advantage of parallel processing to adjudicate claims batches in less than 1 hour. The solution was hosted as a service for client consumption.
* Results: Revenue increased by $2 million in the first year. Revenue grew beyond $12 million with additional relationships over a 6 year term.
* Implemented private cloud solution to replace aged infrastructure with new servers, routers and storage. I had to work with company owners and external investment group to present a realistic value proposition for the solution.
* Results: Company was able to reduce infrastructure cost and increase processing capacity. Disaster Recovery and Business Continuity were by-products of this implementation.

**VP/CIO 2003 - 2005**

Precis

Planning, developing and implementing IT strategy. Management of staff, vendors, SOX Compliance. Design, development and implementation of simple solutions to complex business problems. This role required me to work with multiple boards of directors and executive level leadership from state, county, local governments.

**Selected Accomplishments:**

* Engineereda new HIPAA compliant medical re-pricing system to allow electronic transmission of claims. Implemented performance measures to facilitate management of the aforementioned claims to include claim types, locations, cost, and re-pricing types.
* Results:Company won contract from large government entity. Increased revenue in excess of $500,000 per year.
* ImplementedFSA system that would pre-pay for dependent care which eliminated the need for reimbursement. The system used a debit card to pay for items and services that would normally require reimbursement upon obtaining copies of receipts.
* Results:Company started a new TPA to manage Cafeteria 125 programs.
* Reorganizedan IT department to meet the changing needs of a company from antiquated and manual processes to a robust integrated back office environment.
* Results:Improved process and communication that saved in excess of $60,000 and Real Time savings from accessing information from 1 week to 1 day.
* Negotiatedwith vendor to provide all computer equipment and software needed to support a company and its employees.
* Results**:** Cost of equipment for company was reduced. Equipment failures were reduced. Creation of a consistent computing environment. Reduced the cost of software purchases. Allowed company to keep up with current technologies. Saved approximately $240,000.

**Technical Architect 2000 - 2003**

Born / Microsoft Consulting

Architecting, developing and implementing solutions to complex business needs. This role included leading teams of fellow consultants in fulfillment of client engagements. Teams were between 2 and 10 consultants.

**Selected Accomplishments:**

* Headeda team of contract and company resources during the design and development of a merchandising fulfillment client server application.
* Results:Completion of this project allowed the company to remove a dependency on a third party warehouse and warehouse applications saving over $1 million per year.
* Leada team of developers with junior to senior level skill during the development of a wireless route management prototype.
* Results:Company was able to use prototype to sell concept to a large cash logistics company increasing revenues by $150,000.
* Directeda team in the development of Key Business Indicators and Dashboard for Executive Management Team.
* Results:Company was able to identify key inefficiencies and better project revenue.

**Consultant 1998 - 2000**

Matrix Resources

Acted as Project Manager, Web and Windows Developer, and Database Administrator for clients as skills were required.

**Selected Accomplishments:**

* Developeda service provisioning system that integrated with existing CRM application.
* Results:B2B between Telecom Company and provisioning partner to reduce the start up time for new services.
* Developeda PBX auditing application to monitor and report telecom cost per department and manager.
* Results: Client now has Crystal Report repository to pull aforementioned data on demand.

 **EDUCATION**

**Masters of Business Administration - Management**

Amber University

**Bachelor of Science – Computer Science**

Jackson State University

.Net, JSON, Web Services, SOA, Web Services, Biz