# Case Study: Transformative IT Projects in Public Sector Organizations

## Organization: NY State Dept. of Health, Albany, NY

### Project Summary:

As the IT Project Manager at the NY State Department of Health, I led several initiatives aimed at enhancing the efficiency and effectiveness of statewide healthcare systems. One of the key accomplishments was spearheading the compilation of knowledge bases for critical healthcare software applications. Despite facing stringent timelines and quality standards, our team successfully developed comprehensive knowledge bases, providing essential support to healthcare professionals across the state. Additionally, I played a pivotal role in developing a disaster recovery playbook in collaboration with subject matter experts, ensuring readiness for emergency scenarios. Furthermore, I provided critical support to helpdesk teams by delivering essential infrastructure, codebase, and security information, thus contributing to the smooth operation of healthcare IT systems.

## Organization: City of Houston, Houston, TX

### Project Summary:

In my role as IT Project Manager for the City of Houston, I led transformative projects within various departments, including the HR department and the Department of Health. Notable achievements include spearheading the development and implementation of an employee management online application for the HR department, which streamlined HR processes and improved efficiency. Additionally, I led a cross-functional team in creating an Emergency Management portal for the Department of Health, enhancing emergency preparedness and response capabilities. Furthermore, I directed the design and deployment of two Case Management Systems for the Houston Police Department, optimizing case handling and investigative processes, thus contributing to improved public safety outcomes.

## Organization: Veterans Administration, Ohio

### Project Summary:

At the Veterans Administration Medical Center in Ohio, I orchestrated the implementation of an RFID Asset Tracking System, improving asset visibility and management within the facility. This initiative significantly enhanced the tracking and utilization of vital assets, leading to cost savings and operational efficiencies. Additionally, I developed and deployed a comprehensive medical supplies inventory management application for VAMC nationwide, ensuring efficient procurement and distribution of medical supplies across various VA facilities. These projects not only improved operational efficiency but also enhanced the quality of care provided to our nation's veterans.

Through my leadership and project management expertise, I successfully delivered transformative IT solutions that addressed critical needs and improved outcomes within public sector organizations. These projects exemplify my commitment to leveraging technology to drive positive change and enhance service delivery in the healthcare and public service sectors, thus locking in the organization's data-driven future.