

MARK W. RICE

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OBJECTIVE

Leadership position in the medical practice field near Chattanooga, Knoxville or Nashville with minimal travel requirements. Would thrive in an organization that has big problems to fix and offers the leeway to get it done.

SUMMARY

Collaborative leader with an entrepreneurial attitude. Work effectively across organizational boundaries. Experienced in process analysis and project management, setting specific goals so all know how to succeed. Can leverage technology yet remain focus on organizational goals. Have repeatedly demonstrated strong analytical and modeling skills. Highly ethical and actively seek critical feedback. Self-financed two Master's degrees: business (earned *Fuqua's Distinguished Service Award – only 2 in a class of 400*) and computer science (Honor Society).

EXPERIENCE

Baker Healthcare Consulting Group, Nashville, TN **9/2010 – Present**
Provides consulting for medical practices, small and very large (BakerHealthcareConsult.com).

Consultant

Provide practice assessment, recommendations and follow through guidance.

- Provide strategic direction and supporting tactics (e.g. timing and preparation for expansion)
- Assessed practice operations, staff alignment, policies and procedures, and IT direction

Volunteer State Community College, Gallatin, TN **11/2010 – Present**
Provides college level education.

Faculty (Adjunct)

Provided instruction, and guidance concerning course and program changes.

- Teach two Medical Practice Management (MPM) courses (Introduction and Operations)
- Conducted a survey of area practice executives, providing feedback to Department head
- Implementing changes to the MPM courses, and currently working for program changes

Achieve MBA, Portland, TN (AchieveMBA.com) **9/2009 – Present**
Provides detailed guidance for the high-end MBA application process.

Founder – Part Time

Provided consulting and create detailed content for the MBA Application Process.

- Provided direct consulting, resulting in admissions to Wharton, Yale, Duke, Columbia, etc.
- Authored and published original content using examples from clients (with permission).

Onlife Health / Blue Cross Blue Shield of TN, Franklin, TN **9/2006 – 9/2009**
A subsidiary of BCBS of Tennessee providing individualized, interactive personal health coaching.

Director of Enterprise Systems, 2008 - 2009

Oversaw direction and implementation for Enterprise Systems, including business process work.

- Built and managed business intelligence team, balancing organizational needs, resulting in reliable reporting and key performance indicators for the business and clients.
- Leader in infrastructure reengineering, analyzing processes and deciding applicable technologies.
- Saw need to elevate hiring practices: initiated and successfully piloted a procurement process that introduced structured interviewing. This resulted in a company wide overhaul of hiring practices.
- Awarded significant bonus when general bonuses were not given (end of 2008).

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Director of Market Operations, 2006 - 2008

Staff leadership role (eight departments) for the EVP of Market Operations. Oversaw divisional budgets including monthly budgetary compliance.

- Led process reengineering for division which included realigning departments and roles, eliminating layers of communications, and resulted in a 10% reduction in labor costs.
- Drove development of divisional dashboard including metrics for penetration which resulted in significant changes in marketing initiatives and a valuation analysis of our clients.
- Led special cross-department projects including:
 - ▲ Client valuation analysis, resulting in changes in service to assure per-client profitability.
 - ▲ Creation of a pro forma for our new product model.
 - ▲ Revenue forecast data for our VP of Finance to maintain mid-year budgets.
 - ▲ Budget analysis and recommendations for 80% of all company budgets.
 - ▲ Analyzed operations in the call center then implemented changes from key performance indicators that succeeded in our target of lowering expenses by 25% (1M).
 - ▲ Created model concerning call center flow, enabling an understanding of the call load.

StrikeIron, Durham, NC

Summer 2005

Provides an on-demand Web-based infrastructure for delivering business data via web technologies.

Business Development Intern while earning an MBA

Examined partner strategies and lead generation for the company's Web Services Recruitment Plan

- Provided industry analysis and company profiling (for a registry of cloud services: SOAP, etc.)

MRice Consulting, Portland, TN

1/2002 – 6/2004

Provided general business and computer systems consulting.

Consultant/Contractor

Leverage technical consulting background to discover root causes and affordable solutions.

- Streamlined accounts payable for a medical practice chain, including centralizing orders for supplier discounts and allocating costs to appropriate offices. Then used decision support data to perform retroactive analysis for historical P&L with surprising, decision-changing results.
- Pushed document management efficiencies involving process changes and built in process feedback resulting in an 85% reduction of direct costs and a reduction in errors.
- Initiated data/information management plan defining mail exchange, forms of communication, lab work processes, etc., resulting in more reliable processes (especially across sites), an estimated 27% reduction in lab turnaround time and 40% reduction in request approvals.
- Provided various types of technical consulting for fit within business processes, such as central repositories and resources and accounting configuration/reporting.

Gallagher Financial Systems, Nashville, TN

5/2001 – 11/2001

Provides software that automates the loan-origination and vendor-management process.

Analyst/Programmer

Solve technical problems and contribute to the design of an electronic document solution

- Worked on design of the electronic document and forms system.

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Korson-McGregor, Greenbelt, MD

10/1996 – 4/2001

Provided software technology consulting and project leadership.

Manager, NASA's WEVAC (Wearable Voice Activated Computer), 1999 – 2001

Requested by Branch Manager to be on charter committee and then asked to provide leadership.

- Spearheaded search for NASA's best benefit, resulting in goals of developing a specific language and applying to the clean room, enabling remote data access and remote expert assistance.
- Managed a cross-functional team (recruiting experts in the clean room, satellites and mission operations) involving four NASA sites (GSFC, KSC, JSC, WFF) resulting in a working prototype and a co-authored IEEE Aerospace paper (2002).
- Established working relationships with commercial partners including Xybernaut and MicroOptical, resulting in better pricing and free loans of equipment.

Technology Consultant, NASA's Hubble Space Telescope's Vision 2000 system, 1996 – 1999

Responsible for mentoring diverse teams in analysis and design and providing leadership as needed.

- Provided leadership for teams in danger of schedule slippage (schedule saving leadership involved: middleware and data lookup team resulting in an 83% time reduction). Received Hubble Space Telescope Awards in 1997 and 1998.
- Created design for ingesting data at high speeds in an architecturally independent way
- Created individualized, on-demand learning tools to teach concepts from a week-long class, eliminating the need for developers to attend class, reducing training costs by 75% (through availability on-demand and ability to study only the needed subjects).

Corporate Teaching, 1996 – 2000

For commercial corporate teaching of advanced software development concepts.

- Taught corporate software development classes (outside of NASA) earning rating of 4.73 / 5.00.

American Airlines – SABRE Decision Technologies, Dallas, TX

2/1995 – 10/1996

SABRE Decision Technologies provides reservation systems to commercial airlines.

Object-Oriented Methodologist

Responsible for our object-oriented methodology used on this large cargo tracking project.

- Created team methodology, synthesizing applicable components from best industry practices.
- Guided and trained cross-functional teams in the chosen approaches.

Korson-McGregor, Greenbelt, MD

6/1994 – 2/1995

Provided software technology consulting and project leadership.

Curriculum Director (for corporate education), 1994 – 1995

Responsible for coordinating corporate teachers and maintaining curriculum.

- Managed development/maintenance efforts resulting in a more clear and concise curriculum.

AT&T / NCR, Columbia, SC

8/1991 – 6/1994

Produced mid-range and large multiprocessor computer systems.

Technical Support Analyst

Provided technical support on multiprocessor UNIX, hardware, and software applications.

- Recognized for outstanding work with a major client in crisis, resulting in a spot bonus.
- Saw need and created an instructional repository resulting in a merit award and a spot bonus.
- With management's approval, initiated effort to find root causes for employee dissatisfaction, resulting in a report to management (with team member anonymity).
- Given four additional awards for reasons such as client satisfaction and initiating efforts.

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Atkinson & Pitts, Atlanta, GA

11/1985 – 7/1989

Provided small systems consulting to a wide array of businesses (function and size).

Senior Consultant

Consulted highly diverse clients spending 70% of time in direct contact with clients. Provided an early understanding of the perspectives of various stakeholders and constant focus on client goals.

- Designed and developed custom lab test tracking solution for Emory Medical Genetics.
- Overhauled an inventory tracking and distribution system for Hampton Distribution.
- Oversaw installation of our custom system for The Department of Health of Puerto Rico.

EDUCATION

Duke University, The Fuqua School of Business, Durham, NC

2006

Master of Business Administration, May 2006. Merit Awards: Fuqua Distinguished Service (2 in a class of 400), General scholarship, Moshovitis Outstanding Student Merit Scholarship, Above and Beyond the Call of Duty, “7:05” award. **Selected** for Fuqua’s Technology Advisory Council, Duke for LIFE, and Duke’s Technology Committee. Committee Member: Blue Devil Weekend, Orientation. Officer for the entrepreneurial competition: The Duke Start-Up Challenge.

Clemson University, Clemson, SC

1991

Master of Science, Computer Science, August 1991. Upsilon Pi Epsilon Honor Society. T/A Coordinator

Southern Adventist University, Collegedale, TN

1985, 1987

Bachelor of Science, Computer Science, May 1987. Sigma Mu Sigma Mathematics Club

Bachelor of Arts, May 1985. Treasurer of Student Ministerial Association

ADDITIONAL INFORMATION

Ran in the Boston Marathon from 2009 to 2011. Authored five technical presentations/publications. Lived five months in South America; speak and write Spanish (intermediate).

COMMUNITY ACTIVITIES

- Volunteer Consultant at Highland Manor Nursing Home (2000 – 2004)
- Volunteer for Chamber of Commerce (2006)
- Volunteer MBA Application Consultant (2006 – 2010) – These references can be provided.