





Alex Fagen | Client Success and Support Manager

EXECUTIVE SUMMARY:

Alex has over 25+ years of Healthcare IT experience, managing strategic accounts and implementations for some of the largest organizations within the United States, including St. Jude's Children's, Simplot, Michelin and more. Throughout his engagements with these and other such organizations, Alex is seen as an asset to the customer, advocating and consulting for the client's success.

CORE COMPETENCIES:






-  Enterprise IT Platforms for Provider Organizations.
-  Population Health.
-  Lean and Agile Systems.
-  Complex Contracting, Consulting, and Project Management.

PROFESSIONAL EXPERIENCE:

TRACKMY SOLUTIONS, INC.

Sr. Director of Client Accounts





(2021 – Present)

-  Responsible for ongoing TrackMy Solutions support and SOW delivery.
-  Oversees TrackMy Solutions client success and retainment.
-  Develops and implements methods to record, assess, and analyze client feedback.
-  Identifies and recommends, or acquires, updates and expansions to technology, equipment, and policies that may improve client service and retention.
-  Acts as a liaison between the Client Service department and other divisions in the company.

CERNER CORPORATION

Senior Director and Client Accountable Executive

(2006 – 2021)

-  Developed and maintained key executive relationships and aligned Cerner strategy with client business objectives.
-  Grew and maintained an extensive network within Cerner to aid with delivery of client commitments.
-  Oversaw all Cerner-related engagements for clients and continuously developed client reference-ability.
-  Measured against sales growth, client satisfaction, operating revenue, cash collection and a variety of strategic initiatives.

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CERNER CORPORATION

Engagement Executive and Director

(2001 – 2006)

- ⚡ Provided oversight for multiple assigned client relationships and significant large-scope Cerner implementations with IDN and Community Health systems.
- ⚡ Directed and guided client C-suite Governance relationships, project execution, value delivery, reference-ability, and cash collection.

ADDITIONAL EXPERIENCE:

- ⚡ Managing Director, BSI Consulting (1996-2001).

EDUCATION & TRAINING:

- ⚡ Bachelor of Science, Computer Science, Harding University.
- ⚡ Certificate in Health Care Leadership, Kansas City, Henry W. Bloch School of Management, University of Missouri.