









## Paul Link | Project Delivery and Ops Leader

### EXECUTIVE SUMMARY:

Paul is a dynamic and creative Healthcare client leader with 15 years in corporate and small business environments, and a proven record of developing innovative and successful teams and processes that contribute to a positive direction. He has extensive knowledge in managing complex implementation teams through large-scale projects that exceed client expectations. Exceptional in building client and vendor relationships, Paul is well experienced in increasing client satisfaction and improving industry perception.

### CORE COMPETENCIES:





- |   |   |
|---|---|
|  Business Operations             |  Project/Team Management |
|  Software Design and Development |  Agile/Scrum Methodology |
|  Process Improvement             |  Analytics               |
|  Strategic Planning              |  Customer Relations      |

### PROFESSIONAL EXPERIENCE:

#### TRACKMY SOLUTIONS, INC.

##### Sr. Director of PMO and Strategy




(2021 – Present)

-  Guide and strengthen all aspects of client implementations and support.
-  Oversee software release planning initiatives using multiple development strategies.
-  Leverage people first approach to drive successful process, integration and client interaction.
-  Facilitate connections to multiple State Registries (IIS) for data reporting and query capabilities.

#### SOFTEK ILLUMINATE



##### Director of Operations and Client Engagement

(2018 – 2021)

-  Managed all new and existing customer implementations.
-  Developed custom client renewal plans to extend Contracts and increase revenue.
-  Formulated a relationship with 30+ vendors and EHR systems.

##### Lead Integration Architect




(2016 – 2018)

-  Completed Project Scopes, Project Plans, and performance reviews for each implementation.
-  Became the Subject Matter Expert for all Illuminate applications.

#### CERNER CORPORATION

##### Technical Project Manager

(2013 – 2016)

-  Directed multiple technical EHR projects simultaneously while ranking in the top 10% for on-time delivery.
-  Developed new JIRA Project Tracking for Cerner Ambulatory.
-  Completed Ambulatory Leadership Development program, summer 2014.

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### **CERNER CORPORATION**

#### **Project Controller**

**(2007 – 2012)**

- 📊 Monitored key financial metrics to ensure funds were allocated properly and projects were staying within budget.
- 📊 Established a relationship with 20+ national laboratories and EHR systems.

### **EDUCATION & TRAINING:**

- 📊 B.A., Business Administration w/ Economics and Psychology Minors, Truman State University, Kirksville MO.