

# JOSEPH MAVUNGU

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## BUSINESS & TECHNOLOGY STRATEGIST

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An insightful professional with a keen ability to evaluate and assess company needs to fit evolving technology standards. Extensive experience in consultative selling, acquiring & retaining customers, establishing shared services organization and defining products & services strategy for clients in various industries with the primary focus on the healthcare sector. Exceptional communicator and consensus builder who can direct cross-functional teams to create synergistic collaboration that moves technical projects forward. *Open to remote work and extensive travel.*

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## AREAS OF EXPERTISE

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Strategic Planning & Leadership | Contract Negotiations | Project Management | Medical Billing & Reimbursements | Application Integration | Troubleshooting & Technical Support | Medical Science Trends & New Patient Care Protocols | Organizational Roadmaps | Agile Methodology | Physician/Nurse Education, Clinical Training & Development

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## EDUCATION

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### WALDEN UNIVERSITY

Minneapolis, MN

Doctor of Information Technology Candidate, May 2020

- Emphases in Enterprise Architecture and Digital Strategy
- GPA: 4.0 / 4.0
- Membership: Information Systems Audit and Control Association (ISACA)
- Honor: Golden Key Honour Society

### DAVENPORT UNIVERSITY

Grand Rapids, MI

Master of Business Administration, May 2016

- Emphases in Health Care Management and Technology
- GPA: 3.58 / 4.0
- Memberships: Healthcare Executive Network, National Black MBA Association
- Honors: Community Service Honor Roll, The National Society of Leadership & Success

### UNIVERSITY OF MISSOURI-KANSAS CITY

Kansas City, MO

Bachelor of Science, Biology, May 2008

- Emphases in Cellular and Molecular Basis of Health and Disease
- GPA: 3.20 / 4.0
- Memberships: American Medical Student Association, United Nation Association of the USA
- Honor: UMKC Honors College

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## PROFESSIONAL EXPERIENCE

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2014-2017

### Absence Due to Sick Relative

- I took an extended leave of absence after completing my MBA to take care of a sick relative recovering from a stroke. During this period, I stayed current with business trends by attending ISACA webcasts and participating Project REAP. Now that my relative has recovered I am excited to re-enter the workforce.

2009-2013

### NATIONWIDE LABORATORY SERVICES

Fort Lauderdale, FL

#### Client Solution Senior Consultant

- Designed IT framework and managed cross-functional teams which presented client-specific IT solutions which demonstrated the benefits of conversion of electronic health records (EHR) that were HIPAA compliant and augmented ROI
- Served as the key liaison between commerce business apparatus and clinical analytics teams to ensure execution of EHR conversions
- Translated the client's business needs into technical requirements through go-live and development of metrics to gauge performance
- Managed a diverse portfolio of healthcare IT projects providing strategic consulting services designed to optimize client's outcomes, revenues, and managed their risk

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## PROFESSIONAL EXPERIENCE Continued

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- 2008-2009**      **NATIONWIDE LABORATORY SERVICES**      **Fort Lauderdale, FL**  
**Application Analysis Consultant**
- Provided on-site support for 60 dialysis and concierge healthcare facilities during the transition to a new software platform, redefining implementation strategy enhancing collaboration between the client's infrastructure and technology alliances to improve performance
  - Led planning discussions and training of executive clients and their supportive staff during the implementation phase of EHR conversion
  - Managed the end-to-end process to launch and deliver customized EHR experiences to tackle the complex adaptive challenges of executive-level clients
- 2007-2008**      **CSL BEHRING**      **Lawrence, KS**  
**Phlebotomist**
- Performed and trained clinical students on a variety of venipuncture techniques involved in the collection of blood specimens used in diagnosis and treatment of disease
  - Conferred with patients to obtain information for laboratory records, explained procedures, allayed fears and elicited cooperation
- 2006-2007**      **COMMUNITY BLOOD CENTER**      **Kansas City, MO**  
**Medical Technologist Intern**
- Executed medical diagnostic testing and analysis used in the treatment of disease
  - Conducted chemical analysis of body fluids, such as blood, urine, and spinal fluid, to determine the presence of normal and abnormal components
  - Performed blood group, type, and compatibility tests for transfusion purposes. Analyzed test result and documented findings

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## EXTRACURRICULAR ACTIVITIES

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- 2017-Present**      **PROJECT REAP**      **Kansas City, MO**  
**Real Estate Associate**
- Selected as part of Mayor Sly James' inaugural Real Estate Associate Program, a think-tank focused on finding and developing strategies for the economic redevelopment of Kansas City
- 2014-2016**      **BRIDGING THE GAP**      **Basseterre, Saint Kitts & Nevis**  
**Patient Care Volunteer**
- Mentored underserved youth about medical careers and health wellness while serving as a patient care volunteer for Bridging the Gap in Basseterre, Saint Kitts & Nevis
- 2006-2014**      **UNITED NATIONS ASSOCIATION OF THE USA**      **Kansas City, MO**  
**Kansas City Young Professional Chapter Member**
- Participated in Model United Nations, an authentic simulation of the UN General Assembly and UN Security Council, which introduces students to the world of diplomacy, negotiation, and decision-making
- 2008-2010**      **LAWRENCE MEMORIAL HOSPITAL**      **Lawrence, KS**  
**Emergency Care Intern**
- Processed patients' laboratory specimens, monitored and refilled oxygen tanks, sanitized and arranged emergency depart rooms for patients
  - Received one-on-one mentoring from the on-call medical staff
- 2004-2007**      **AMERICAN MEDICAL STUDENT ASSOCIATION**      **Kansas City, MO**  
**Social Chair**
- Led AMSA's Social Committee efforts in organizing medical related events that helped foster a sense of community in AMSA at the University of Missouri-Kansas City