

# Alan Hagerman

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## SUMMARY

Strategic technology leader with over 30 years of demonstrated success in technical and business operations, software development, process engineering, and team building. Successful management of public and private cloud as well as on-premises architectures providing 7x24x365 availability with > 99% service level. Successful vendor management including evaluation, contract negotiations, and ongoing relationship management.

## SKILLS & EXPERTISE

Technology Leadership • Team Building • Business Analysis • Strategic Planning including Lean and Agile approaches • Business and Technical Operations • Security including PCI and HIPAA • Needs Assessment • Business Continuity • Vendor Management

## EXPERIENCE

### KBH Business Management Systems | Virginia Beach, VA

#### Vice-President of Technology

2016 – 2018

A senior leadership team member, I was responsible for the technology platforms KBH products executed on as well as the technology deployed for business operations. Beyond technology, I was responsible for customer support, service, and billing, vendor relations, licensing, and contracting, and supporting the operations of the finance department.

- Managed technical, support, and offshore teams
- Managed private cloud, AWS public cloud, and on-premises environments
- Responsible for all contracts including recontracting which saved KBH > \$400k annually
- Developed and implemented standard policies which improved service level to > 99% uptime
- Implemented standard ETL processes which reduced customer data import times from days to hours
- Established data warehouses and BI processes for producing KPIs, customer scorecards and data consolidation for reporting
- Established standard processes which created a defined, standard, and auditable billing process which was the first in 10 years of the product existence
- Oversaw the technology deployed in a 5000+ sq foot modern hi-def training center
- Responsible for internal developed CRM for managing customers and prospects

### H3 Informatix | Virginia Beach, VA

#### Founding Partner

2015 – 2016

Founding partner of an Azure cloud-based funding solution for businesses to extend credit to customers. Along with other partners, developed a strategic plan and business model and developed all front-end software for prototype.

- Performed integration and configuration of CRM software for use with product

- Managed all aspects of the Azure cloud including determining which features and technology to deploy
- Responsible for a "mobile first" strategy of product design using Twitter Bootstrap
- Defined front-end security

**Medical Data Express | Virginia Beach, VA**

**Technical Director Encounter Data Manager**

**2009 – 2016**

Technical director for the leading Medicare and Medicaid Encounters software package. Worked closely with staff at each customer along with in-house staff to define and deliver on-time and successful implementations.

- Defined hardware requirements for based on customer internal security and IT policies and procedures
- Identify sources of data which would generally be from one to five discrete database systems
- Define and customize an ETL process to extract and properly format data from sources into EDM
- Execute implementation plan to ensure client would successfully extract and submit encounter data
- Performed customer outreach for troubled customers to define a get-to-green plan and execute on it

**AKA Systems | Virginia Beach, VA**

**Founder and President**

**1994 – 2015**

Founded small technology consulting and development company. Assisted SMB companies with technology assessments, installation, and management in a number of industries:

- New home construction • Property management and rental • Health insurance • Food products
- Light industrial/machine shops • Franchise and Franchisor • Internet presence

**Americaid Community Care | Virginia Beach, VA**

**Director Information Systems**

**1996 – 1999**

Initial information systems director of Americaid Community Care (now Amerigroup Corporation). Responsible for the establishment of the initial datacenter as well as the national backbone for providing voice and data services to each new market as the company expanded.

Developed all IT policies and procedures and defined custom reporting as needed to meet state and federal requirements as well as provide a > 99% service level. This included supporting voice and data 24x7x365 in multiple languages as well as secondary data centers to provide business continuity in the event of large outages.

**EDUCATION**

Associate in Telecommunications Management  
Tidewater Community College - Virginia Beach, VA

Associate in Computer Science  
Pennsylvania College of Technology - Williamsport, PA