

Tom Deaderick, PMP, CISSP, ITIL Expert

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Exceptionally broad experience, with strong business and technical background in Fortune 500 (highly matrixed) and start-up companies, combined with innovative insights and tenacity. Polished, professional and completely at-ease with internal and external clients.

PROFESSIONAL EXPERIENCE

Mission Health, Asheville, NC **2016 – Present**
Manager, Identity & Access Management (Information Security)

Mission Health is a top-ranked Health System with 13k employees.

- Lead Information Security account & access provisioning operations.
- Lead identity management system conversion to Microsoft MIM.
- Developed enterprise KPI dashboard.

Mission Health, Asheville, NC **2014 - 2016**
Manager of IT Field Services

- Responsible for organization's end-user devices; overseeing workstation imaging, updates, hardware and printer selection/support.
- Led team of direct and contract system engineers, project managers and hardware technicians.
- Implemented *Operational Consistency* vision.
- Consistently strategic; maintaining prioritized project flight plan and Kanban process.
- Plan and coordinate major IT deployments, including; hardware assessments, gap analysis, recommendations, deployments and go-live support.
- Identified need for greater imaging and package management and led team in year-long implementation of Microsoft SCCM while maintaining other critical project deadlines.
- Developed complex analysis (SQL) of SCCM data for \$2.7M 2016 workstation refresh plan.
- Developed force-multiplying processes/documentation of critical tasks, including: deployments, office moves, hardware selection, safety evaluations and project prioritization.

Holston Medical Group, Kingsport, TN
Director of Business Development/PM/Analyst

2006 - 2014

Holston Medical Group is a multi-specialty physician group with 1,000+ employees.

Subsidiary launch

Developed business plans and five-year forecast models for HMG subsidiary OnePartner (onepartner.com). Acquired \$2.3M in venture capital investment, launched company and subsequently managed all datacenter operations.

Datacenter launch (\$10M)

Successfully launched \$10M commercial datacenter, leading through each development stage. Developed initial business plan, 5-year forecasts, stakeholder interviews, capital solicitation, identified/sequenced project deliverables, hiring of key positions, certifications, hardware and equipment specification/delivery, services activation and market launch. Post-launch: responsible for colocation services design, demand generation, client engagement oversight and marketing.

Business Development

Defined proposal and design concepts, identified and clarified opportunities and needs by studying RFPs, compiling and analyzing competitive/market research and strategically defining the service's value proposition.

Developed Business Requirement Documents (BRD) by gathering project requirements, objectives and deliverables, leveraging strong technical proficiencies (SQL) and business knowledge for budgets and detailed forecast models.

Authored a winning grant proposal (\$1.3M) from the Virginia Tobacco Commission.

Developed extensively-detailed three-point (PERT) models which forecast revenues/project costs, providing thorough and accurate ROI reports to Executive leadership.

Developed business models, financial evaluations and forecasts for a variety of enterprise initiatives, including new clinical (Research SMO) and technical (hosted EMR, Integration As A Service, data licensing) services.

Intellithought, Kingsport, TN
President

2001 - 2006

Intellithought is a Microsoft Gold Certified IT Service Provider.

Led this 90-employee company to success, achieving 45% year-over-year revenue growth from 2001 to 2005 and 25% increase in 2006.

Maintained personal responsibility for 60 direct clients, developing hundreds of Business Requirement Documents (BRDs), authoring all proposals and design documents and managed SDLC for hundreds of client projects.

Blackfin, Atlanta, GA

2000 - 2001

Director of Product Marketing

Blackfin was a software startup with a middleware/messaging product. They failed to acquire necessary second-round venture capital, so I was only there a year.

Developed marketing collateral and authored Supply Chain Management whitepapers.

TruckBay, Atlanta, GA

2000 - 2000

Director of Product Development

TruckBay was a vertical market startup for trucking fleet equipment. They failed to acquire continued funding, so I was there less than a year.

Interviewed executives and managers of trucking fleets, developed knowledge of their procurement processes and documented business requirements.

Responsible for SDLC of online inventory system, search engine, documentation.

Conceived, designed and developed JAVA/MySQL application that cross-referenced product inventory with procurement records of eight companies to identify best negotiated price.

E-STEEL, New York, NY

1999 - 2000

Integration Product Manager

E-STEEL was a vertical market startup for the steel industry. They abandoned the vertical model and transformed into a procurement company, which I felt had less IPO potential.

Interviewed steel industry executives and managers, developed knowledge of their procurement processes and documented business requirements.

Conceived, designed and managed software development of the E-STEEL DataJet. This web application with SQL backend enabled Steel Industry representatives to map fields of their CSV export files against E-STEEL product fields. It quickly became the company's prize innovation. Within months of deployment 95% of all postings on the exchange were processed by DataJet.

Eastman Chemical Company, Kingsport, TN

1989 - 1999

***Technical Service Representative, Advanced Systems Analyst
& Strategy/Business Research Analyst***

Eastman Chemical Company is a Fortune 500 company (strong matrix organization)

(1989-1996) Received Unix administration training from Sun Microsystems. Managed six UNIX (Sparc) Workstations and two servers. Later administered six SGI IRIX workstations.

(1989-1994) Developed 3D computer finite-element-models for injection-molding thermoplastic customers, providing structural and mold-filling analysis and recommendations for design and tooling.

(1989-1994) Performed hundreds of injection mold design reviews, recommending changes to clients for improved processing.

(1994) Developed Design & Engineering Handbook

(1994) Developed Eastman's earliest web content (plastic product specifications and marketing information) and was asked to assist with Eastman's corporate web project. Developed 1,300 of the company's initial 1,500 web pages.

Talent for identification of business requirements led to a number of innovations, including; industry-first online parametric product selector, corporate standard intranet framework, eCommerce systems and Eastman Link, which was featured as one of the entire company's two corporate ad campaigns (2006).

(1996) Elected by peers to receive department's "Top Performer Award".

EDUCATION AND CERTIFICATION

East Tennessee State University, Johnson City, TN
B.S. Engineering Design Technology, 1987

(ISC)² Certified Information Systems Security Professional (CISSP), 2017
PMI Project Management Professional (PMP) Certification, 2012
ITIL, Managing Across the Lifecycle (Expert Certification), 2016
ITIL Intermediate, Planning, Protection and Optimization, 2016
ITIL Intermediate, Continual Service Improvement, 2016
ITIL Intermediate, Operational Support & Analysis, 2016
ITIL Intermediate, Release, Control and Validation, 2016
ITIL Intermediate, Service Offerings and Agreements, 2016
ITIL Foundation, 2015

ADDITIONAL ACHIEVEMENTS

Authored novels: FLIGHTSUIT (2013), FLIGHTPACK (2014) and LIFEFLASH (2016)
Available on Amazon, <http://TomDeaderick.com>

Authored/illustrated Children's story book, DEEP DARK: A BEDTIME TALE (2016)

KEYWORDS

IT Management, Business Analyst, CISSP, Project Manager, PMP, Business Development, Strategy, Technology, Marketing, Innovation, Consultant, Interface, Entrepreneurial, Grant Writing, SDLC