

Helai Ebadi, MBA, PMP

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SUMMARY

Results-driven IT leader with 20 years of experience, primarily in Healthcare IT. Proven track record successfully developing strategy and leading high-risk, high-visibility transformational projects across people, processes, and systems. Certified PMP with expertise in Agile and Waterfall methodologies, recognized for fostering collaboration, aligning cross-functional teams, and delivering impactful results.

AREAS OF EXPERTISE

- ♦ Program / Project Management
- ♦ System Integration / Implementation
- ♦ Technology Infrastructure Modernization
- ♦ Application Upgrades and Migrations
- ♦ Software Development
- ♦ Mergers and Acquisitions
- ♦ SOC 2 Type II Audits
- ♦ Process and Technology Re-engineering
- ♦ Organizational Change Management
- ♦ Agile and Waterfall Methodologies
- ♦ Technical Writing
- ♦ Information Management and Controls

PROFESSIONAL EXPERIENCE

Dietrich Partners, Glendale, CO

May 2015 – Jan 2025

Senior Manager, Jul 2020 – Jan 2025

- ♦ Led SOC 2 (System and Organization Controls) Type II audits for a \$5.1B healthcare transportation company, designing and refining the process to issue 16 unqualified reports. Managed 150 controls and over 700 evidence requirements, involving 100+ SMEs. Enhanced client confidence in data security and infrastructure controls.
- ♦ Developed and managed IT transformation program for a global fertility science leader, developing a 5-phase deployment plan and IT Infrastructure playbook. Coordinated with 9 IT leads and 12 vendors, integrating 13 clinical applications, managing schedules, costs, and tasks. Delivered a scalable framework for efficient future expansions.
- ♦ Advised and led a billion-dollar real estate investment company through the preparation of Due Diligence Questionnaires supporting requirements for significant institutional funding. Developed customized toolsets to track progress across 10 teams and 500+ questions, collaborating with senior leaders to refine policy narratives, ensuring the timely completion of deliverables. Secured \$150M in new investment funding.
- ♦ Coordinated post-acquisition integration for a private equity firm merging two tech companies. Created a 100-day plan covering all functional areas, ensuring a smooth transition with effective management of schedules, risks, and changes.
- ♦ Co-led a security incident response review audit for a regional transportation authority, overseeing the audit schedule, risks, and approach. Conducted interviews with key SMEs, developed a Prepared by Client list, and identified 38 audit exceptions. Drafted 7 audit observations, delivered recommendations, and obtained management responses for the final report.
- ♦ Led two ATS optimization projects. First, optimized Greenhouse by documenting and configuring workflows with the Director of Recruiting, creating an ATS maintenance manual. Later, revamped JazzHR by collaborating with the CFO and recruiter, delivering a 41-page SOP, interview guides, and scorecards, streamlining recruitment across LinkedIn and other platforms.
- ♦ Drafted an Information Management Policy, addressing Information Security, Data Classification, and Cyber Security. Partnered with stakeholders to establish a comprehensive policy framework based on best practices.
- ♦ Conducted interviews for project and program manager candidates to build a consulting pipeline and support immediate hiring needs. Assessed candidates' fit and alignment with firm objectives, ensuring effective placement for project success.
- ♦ Collaborated with the COO and leadership team to manage a corporate culture assessment. Developed a survey, conducted interviews, and identified key areas for cultural improvement. Proposed new recognition programs and updates to work supply guidelines to align with company policies.

Manager, May 2015 – Jul 2020

- ♦ Led IT solution for Bundled Payment Reform at a \$15B healthcare client, ensuring data integration across clinical systems and analytics for CMS partners. Improved care quality and reduced patient costs.
- ♦ Led the launch of the first mobile app for a \$4B healthcare company, supporting medical transportation services. Achieved enhanced scheduling efficiency, reduced operational costs, improved overall performance, and increased customer satisfaction.
- ♦ Planned and implemented a standardized radiology platform across eight locations, achieving over 30% cost savings and significant operational efficiencies.

- ◆ Managed four IT projects for a leading healthcare company focused on datacenter re-architecture, including hardware upgrades, application migration for 10,000+ users, and network enhancements to support growth and security, resulting in increased customer satisfaction.
- ◆ Led change management and communications for a corporate divestiture, migrating over 30,000 user accounts and devices at 100+ locations to a new domain, including email accounts to a new MS O365 tenant. Managed migration efforts, ensuring minimal disruption and a smooth transition.
- ◆ Drove the strategic solution and managed the implementation of a large healthcare company's e-procurement platform, integrated with Single Sign-On, followed by migrating over 1,000 users. Centralized procurement management, streamlined operations, and improved efficiency.
- ◆ Managed the creation and rollout of a global clinician portal, improving communication and collaboration between clinicians and corporate management, resulting in increased engagement and efficiency.
- ◆ Conducted a Merger and Acquisition (M&A) software research and evaluation and provided recommendation to client to help improve their M&A process.
- ◆ Contributed to the development of a Project Management Office (PMO) Playbook, including a detailed step-by-step guide and a high-level checklist of tasks and milestones.
- ◆ Created and led training efforts for Kronos, ServiceNow, and Concur applications as part of a large merger integration to improve operations and employee morale.

Cerner Corporation, Kansas City, MO.

Aug 2005 – Jul 2014

Physician Agile Business Unit – Physician Experience

Solution Designer, Jul 2013 – Jul 2014

- ◆ Defined and documented the vision, functional requirements, and conducted risk analysis assessments for key solution areas within the physician experience using proven solution management tools and processes.

US Consulting

Solution Architect, Oct 2011 – Jun 2013

- ◆ Implemented SurgiNet and Anesthesia solutions nationwide, managing all phases from workflow assessments with OR nurses and anesthesiologists to gap analysis, solution design, and optimization.
- ◆ Developed training documentation, testing scripts, and project plans. Conducted candidate interviews and supported the mentoring of Solution Delivery Consultants to ensure successful implementations.

PowerWorks

Senior Analyst / Consultant / Solution Architect, Jul 2008 – Sep 2011

- ◆ Led the fastest Ambulatory Surgery Center implementation at Cerner (6 weeks), overseeing design, build, testing, training, and support for Core, Registration, Scheduling, SurgiNet, and Materials Management.
- ◆ Developed standards for ambulatory surgery implementations, managed and trained 50+ E-Prescribe only clients. Promoted Cerner at Kansas State University career fairs.

Application Management Services (AMS)

Analyst / Senior Analyst / Consultant, Aug 2005 – Jun 2008

- ◆ Led 17 ambulatory surgery conversions, built and tested SurgiNet for 21 Adventist hospitals.
- ◆ Represented Cerner at Kansas State University events with the CEO.

CERTIFICATIONS & RECOGNITIONS

Project Management Professional (PMP), Project Management Institute, Oct 2018 – Present (Active)
Nominated for the 2022 Women Leaders in Consulting Award for Excellence in Client Service

EDUCATION

Kansas State University, Manhattan, KS

Master of Business Administration, May 2005

GPA: **3.5/4.0**

Bachelor of Science in Business Administration, Dec 2003, Cum Laude

Major: **Management Information Systems**

GPA: **3.8/4.0**

PHILANTHROPY

World Orphan Foundation, Treasurer, Jun 2020 – Present

- ◆ Provide financial oversight, manage budgets, and ensure transparency.
- ◆ Lead quarterly board meetings and coordinate donor communications to support the foundation's mission of improving the lives of orphaned children.