

Curriculum Vitae

Thomas Palombo



Dedicated to Your Success

Job Function: President of a Non-Profit 501c3

North Carolina Chief of Operations

Highest Education: 4-Year College Degree

Portfolio: <http://www.beyond.com/ThomasPalombo>

Career Summary

I have represented North Carolina in several Decision Support Information Systems initiatives as demonstrated below in several presentation, technology liaison positions and diplomatic representations.

Work Experience

Palombo & Friends Foundation, Inc. (President)

Jul '12 – Present (Part-Time)

President, North Carolina Chief of Operations for the Palombo & Friends Foundation, Inc. which was created to help the physically challenged, elderly and those less fortunate in finding information about services and activities at no cost via the Internet or an adaptive phone system. We will offer access to volunteer consultants and their services through a toll free call using Google Voice "Call Me" technology and website (<http://joeshelpline.org/welcome.html>). Our site and the automated phone system will direct individuals to the resources and assistance available to them. In addition to an active visual and audible list of available assistance, our intent is for clients to speak with a live resources coordinator. Our website also provides a platform for individuals to share their stories of deceased love ones who have created a positive influence in their lives. To read George Palombo's story that inspired him to create this foundation click here: (<http://joeshelpline.org/joe-palombo-dedication.html>) The ultimate purpose of JoesHelpLine.org and the Palombo & Friends Foundation is to give free and easy access to information and resources for those with physical or mental challenges. We are an equal opportunity employer and a subscriber to higher education by offering college internships and other "At Will" positions.

Business and Technology Applications Analyst

NORTH CAROLINA COMMUNITY COLLEGES SYSTEMS, Raleigh NC

Apr '13 - Present (9 Months) – FULL TIME

- Analyze the impact of Ellucian Software Updates on CIS template.
- Analyze Request for Changes and make recommendations to managers and/or review teams.
- Analyze work activities, processes and procedures, looking for ways to improve.
- Develop software applications that satisfy user needs and meets business objectives and requirements.
- Develop unit test plans and perform unit testing.
- Assist with training as needed.
- Ensure conformance to system analysis and programming standards.
- Implement the Systems Development Life Cycle process to improve all areas of customer service.

- Analyze user problems to determine if it is procedural, hardware, system software or software related and communicate the solution to the user.

HEARTS Business Systems Analyst Training Director

DHHS DMH/DD/SAS, Raleigh, NC

May '02 - Mar '13 (10 Years, 10 Months)

- As the HEARTS Business Systems Analyst Training Director I provide business analysis efforts for implementations of the HEARTS system and other perspective of Health Information Management and Patient Accounting projects; to review, analyze & document internal and client user needs; & to provide senior training expertise to the Business Systems Analyst team. Develop and /or assist in standard reports and queries for Local Management Entities, Providers, Institutions, State staff through the Client Services Data Warehouse (CSDW) Web Intelligence tool and Health Enterprise Accounts Receivable Tracking System (HEARTS) taking 1st place in SAMSHA 2008 presentation on Decision Support Information Systems. - Supervised a \$ 100,000 / year savings in travel cost through an innovative Webinar training Host program.

Systems Analyst & Data Migration Expert

Randolph Cloud and Associates, Raleigh, NC

Sep '01 - May '02 (8 Months)

- Migrated data from an IBM WebSphere MQ Series and Oracle environment mix for Randolph Cloud and Associates. - Developed and implemented a multi-user interface database environment within MS Access for the North Carolina Trainer's Association, Locksmith Certification Board, Substance Abuse Certification Board, and International Nursing Society on Addictions. - Installed multi-users hardware/software platforms for Signature Communities, Inc. of Rocky Mount. - Increased productivity by 50% in the design and development of Lotus and MS Access user-friendly databases for the American Cancer Society, American Lung Association and Health Action Council of North Carolina.

Software Applications Developer/Strategist

Lucent Technologies, Cary, NC

Oct '97 - Sep '01 (3 Years, 11 Months)

- A corporate strategist and key member of the management team with extensive knowledge toward bridging international with domestic project deadlines. - Prioritize and scheduled global resources for Lucent Technologies telecommunication and intelligent networking software and platform. - Created and implemented programs to ensure the quality and usefulness of all data assets, including data ownership. - Saved \$60,000 a year in outsourcing costs by designing and developing an automated Lab Support Help Desk database.

Education

High School Diploma (COMPLETED '75) | Computer Information Systems, Accounting

Frankfort Schyler, Frankfort, NY

Dec '71 - Dec '75

Bachelor Degree (COMPLETED '96) | Computer Information Systems, Networking

DeVry, Addison, IL

Jan '91 - Feb '96

GPA: 3.80 | GPA in Major: 4.00

Dean's List

Skills

Business Objects XI Developer and Trainer

(Expert) More than 10 Years

Business Objects XI Xcelsius

(Intermediate) 0 to 1 Year

SAP Education Certificate Dated 10/5/2011

Business & Applications Analyst

(Novice) 7 to 8 Years

Ensure conformance to system analysis and programming standards. Follow the System Office Development Guide for planning and developing software updates. Implement the Systems Development Life Cycle process to improve customer service. Follow the System Office incident management guidelines for resolving help desk tickets based on priority. Communicate with users via telephone and electronic mail. Analyze user problems to determine if it is procedural, hardware, system or software related and communicate the solution to the user. Provide technical guidance and support to subject matter experts. Provide support and individual training for Tier I Help Desk staff.

Associations & Organizations

CCHIT (Clinical and Research Specialist)

Jul '09 - Jun '11

Certification Commission for Health Information Technology (CCHIT) Our mission: Accelerate the adoption of robust, interoperable health IT by creating an efficient, credible certification process. Goals: Reduce the risks of investing in health IT. Facilitate interoperability of health IT. Unlock adoption incentives and regulatory relief. Protect the privacy of health information. A nonprofit, 501(c)3 organization with a public mission

Social Media & Personal Websites

JoesHelpLine : (<http://www.joeshelpline.org>)

Palombo & Friends Foundation, Inc. - designed and developed all sites aspects.

2009 SAMHSA National Poster: (<http://www.nri-inc.org/projects/SDICC/DIGMeeting/index.cfm>) Substance Abuse and Mental Health Services Administration (SAMHSA)

2008 First Place National Posting: (<http://www.nri-inc.org/projects/SDICC/DIGMeeting/index.cfm>) Data Informed Decision Making in North Carolina

JoesHelpLine Mobile APP: (<http://m.joeshelpline.org>)

Added - Phone Application for Palombo & Friends Foundation, Inc. - designed and developed all sites aspects.