Michael Ross
Chief Technology Officer
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PROFESSIONAL SUMMARY

- Highly accomplished, analytical technology strategist and executive leader with 20 years of experience building high-performance teams, cultivating strong client relationships, and implementing innovative business strategies and technical solutions to enhance customer experience and drive organizational growth and profitability
- Expert in stakeholder management and business process improvement to increase enterprise-wide agility
- Trusted advisor to CEOs, CIOs, CTOs and IT Directors for enterprise and business focused solutions
- Highly skilled in strategic planning, guiding technology architecture and design, and managing large teams
- Resolute project leader with excellent presentation and communication skills and a track record of exceeding expectations

CORE COMPETENCIES

IT Strategy	Technology Direction	IT Governance	Influential Negotiation
Team Development	Enterprise Architecture	Software Development	Quality Assurance (QA)
Operational Leadership	Fiscal Management	Contract Negotiations	Process Improvement
Vendor Management	DevOps	Healthcare IT	Agile Methodologies
Strategic Planning	Cloud Computing	Disaster Recovery	

NOTABLE ACCOMPLISHMENTS

- Grew Office365 consumption over 800% by defining strategy, engaging, and collaborating with disparate teams, identifying and remediating blockers.
- Grew Azure consumption over 500% via evangelizing benefits of public cloud at various levels of leadership within the organization and leading the appropriate resources through various aspects of the Cloud Adoption Framework.
- Developed technical strategy for largest ever Microsoft Enterprise Agreement within Health and Life Sciences.
- Quarterbacked appropriate Microsoft and customer resources managing the development of the strategy for Windows 10 deployment for the Enterprise that resulted in over 270K endpoints deployed.

PROFESSIONAL EXPERIENCE

Anytime Telehealth, Inc, Nashville, TN   May 2020 – Present
Chief Technology Officer

- Provide executive level leadership delivering products, overall technology strategy, and roadmaps aligned with business objectives.
- Assembled an Agile/Scrum based team that consistently exceeds industry delivery metrics while working to implement best practices and standard operating procedures.
- Developed and instituted security and compliance policies and protocols.
- Led company thru first security assessments and remediated critical concerns.
- Manage distributed technology team consisting of onshore and offshore resources.
- Stabilized a complex SaaS product that had significant technical debt.
- Managed the first integration with a third party EHR vendor and stood up enterprise ready, scalable FHIR, HL7, and Custom API's for future integrations and partnerships.
- Budget responsibility for all technology operations; negotiated key vendor and partner relationships.
- Increased mobile app deployment timeframes by 200% while cutting mobile development costs by 50%.
- Decreased Invalid Visit rates by more than 75%.

Microsoft Corporation, Nashville, TN   June 2016 – May 2020
Client Chief Technology Officer (Virtual CIO/CTO for Largest Enterprise Health Accounts)

- Directly advise the CIO/CTO within the largest Enterprise Healthcare accounts, driving 3 to 5-year technology strategy and overseeing all technical aspects of accounts delivering the technology strategy resulting in the largest Healthcare Enterprise Agreement in Microsoft history in excess of $268M.
- Play many roles as a digital transformation strategy leader, a technical architecture owner, a relationship builder, a chief technology mobilizer, and a technical sales leader
- Provide team leadership for pre-sales, technical, and architectural support for Microsoft enterprise solutions
- Drive identified opportunities to closure by proactively providing technical, cost, and project guidelines, case studies, references, and independent analyses to remove uncertainty and accelerate deployment
- Collaborate with C-level executives to lead an extended team of product and technical specialists to drive new opportunities and execute deals to retire sales quotas
- Build pipeline and support CxO objectives by evangelizing Microsoft products and services
- Drive Azure, Dynamics, and O365 Microsoft cloud services to drive cost effective savings and operational efficiencies
- Manage engagements with System Integrators and ISV partners in ecosystem to ensure effective service delivery and support
- Build and maintain advisor relationships with key IT decision makers including C-suite leaders, Enterprise Architects, & IT Directors
- Lead executive briefings providing in-depth analysis of product roadmaps and aligning Microsoft solutions to customers business and technology objectives in a highly scalable way
- Developed a strategic plan and managed customer service teams and Microsoft resources to identify and resolve challenges related to a stalled Office365 deployment resulting in 500% growth within 12 months for a client who is the largest US public healthcare provider

Mike Ross Consulting, Austin, TX   October 2010 – June 2016
President

- Founded, developed, and operated a profitable software consulting firm to manage large software projects and solve operational problems for SMB's and enterprise customers
- Specialized in building custom software across diverse regulatory environments, meeting business needs with engaging experiences in digital health, finance, engineering, commerce, real estate, education, and beyond
- Set company strategy and goals and manage operations, including hiring, business development, and marketing
- Facilitated team mentoring, education, and performance evaluation for 15 employees and contractors
- Provided enterprise architecture, software development, consulting services, and project management for Bell County, TX, resulting in Bell County receiving several state and national level awards for custom software projects and national recognition by placing 7th in 2013 and 3rd in 2014 as the most advanced digital county in the US for population size 250K to 500K
- Extensive experience in architecting and deploying enterprise solutions to the Microsoft Azure platform
- Architected and designed payment processing enterprise systems for casinos and .NET/MVC/C# applications for county governments within the state of TX
- Simplified merchant signup for payment processing by architecting and designing systems for banks
- Developed and managed applications deployed to Microsoft Azure, including web sites, Azure SQL databases, storage, and jobs
- Managed onshore and offshore development teams and resources
- Developed a case management system for the Bell County, TX county and district attorneys to centralize cases, images, and videos from 7 separate jail databases
- Developed a mobile application that allows access to the overall health of a client's ATM portfolio with real time information on terminal status, cash balances, and configuration data
- Met with client's internal management and business stakeholders to set expectations in an Agile environment

Accolades I.T. Consulting, Austin, TX   January 2009 – September 2010
Vice President of Technology

- Co-founded this boutique software development and consulting firm specializing in custom solutions for medium sized businesses
- Responsible for all sales and marketing, system architecture, project management, and go to market IT strategy
- Interfaced with IT Directors and CxO's in a trusted advisor capacity helping guide the strategic IT direction of customer accounts

- Implemented tools and technologies such as continuous integration, automated deployments, automated testing, and application performance monitoring to ensure stable, quality software quality release cycles
- Implemented best practice software engineering processes to advance development efficiency through code reuse, collaboration, and source code repositories
- Managed onshore and offshore development teams between Austin, TX, Lafayette, LA, and India

C-NET Technologies, Lafayette, LA   January 2004 – November 2009
Chief Technology Officer

- Oversaw all technology functions including IT budgeting, product management, engineering, and IT operations
- Led the delivery of SaaS solutions that enabled organizations to verify vendor and vendor employee compliance by way of custom metrics and background and drug screening
- Architected and designed .NET web applications for the background and drug screening industry
- Architected and designed API's and integrations for communicating with several third-party vendors
- Set overall technology strategy and managed teams of onshore and offshore developers
- Led executive briefings and architectural design sessions with customers

U.S.A Payment Systems, Houston, TX   August 2001 – December 2003
Development Manager

- Managed a platform modernization project for systems that processed 15M ATM transactions per month
- Oversaw and directed a team programming C code to C++ and C#
- Responsible for implementation and maintenance of Source Safe for source control
- Designed and managed SQL Server databases for a stored value card company (prepaid cards)
- Setup and administered Windows 2000 Web Servers running IIS 5.0
- Developed applications that communicate via TCP/IP from point of sale terminals
- Created online applications in ASP and Visual Basic that allowed customers to setup and manage ATM machines remotely
- Identified need for continuous improvement and developed a strategy to re-platform UNIX systems to a .NET environment
- Led daily stand ups to ensure teams had necessary resources and understood requirements, providing coaching and support to focus on transforming project completion that had historically run over time and budget

TECHNICAL SKILLS & CERTIFICATIONS

Microsoft Certified: AZ-900 Azure Fundamentals, 2019

Microsoft Certified: MS-900 Microsoft 365 Fundamentals, 2019

Microsoft Certified: MB-900 Microsoft Dynamics 365 Fundamentals, 2020

Microsoft Azure Platform: Azure Storage | Azure SQL | Azure Websites | Virtual Machines | Networking | Azure Active Directory | Azure Functions | PowerShell
App Development: MS .NET Platform | MS Stack | ASP.NET | VB.NET | C# | jQuery | WCF | MVC | Dynamics365 | .NET Frameworks
Database Design & Development: Microsoft SQL Server | Azure SQL | MySQL

SERVICE EXPERIENCE

Microsoft in Hack for the Community, *Volunteer*   2016 – 2019
- Represent Microsoft and Educate non-profits on the use of Azure Cloud and provide hands-on development support to help teams complete their projects