





MICHAEL OLDACH

A technology leader passionate about maximizing business value by breaking through entrenched paradigms, clarifying strategic objectives and defining a clear plan of action for achieving organizational goals.

CONTACT

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SKILLS

Product Strategy

Organizational Design

Team Building

Agile Methodologies

Six Sigma Methodologies

Healthcare Information Technology

Resource Management

Servant Leadership

EDUCATION

MASTERS IN ENVIRONMENTAL ENGINEERING

New Jersey Institute of Technology

BACHELOR IN PHYSICS

Rutgers University

WORK EXPERIENCE

SENIOR DIRECTOR, PRODUCT MANAGEMENT | NOV 2018 - JUL 2022

Change Healthcare, Broomfield, CO (remote)

- Rebuilt and revitalized a stagnant Payer interoperability solution by modernizing the tech stack, clarifying the value proposition and building a long term road map to grow revenue
- Increased revenue by 20% YoY by initiating a go to market strategy underscoring improvements to core functionality while highlighting new capabilities to improve customer value realization.
- Identified new business opportunities through a series of design thinking workshops, empathy interviews and collaborative sessions.
- Improved competitive position by redefining pricing model moving away from industry standard transactional pricing and towards a value based pricing model aligning internal success with customer success.
- Delivered real time operational data to proactively identify service degradation, enabling our customer facing teams to shift from reactive support to proactive consultative conversations.
- Realized 50% reduction in processing times, 10x reduction in error rates and 99.95% availability by rebuilding on premise SAAS product offering in AWS creating a highly scalable, secure and extensible platform for driving business growth.
- Migrated over 300 customers representing 50 million transactions per month to AWS based system utilizing custom tools for real time continuous comparisons of old and new system outputs

DIRECTOR, FEDERAL SERVICE DELIVERY | MAY 2016 - OCT 2018

RelayHealth, Westminster, CO

- Established a new cross-functional team to build and secure a dedicated Department of Defense system supporting 1.7 million beneficiaries and 10,000 healthcare providers.
- Secured \$20 million dollar revenue stream by obtaining Department of Defense Authority to Operate meeting all applicable FISMA and NIST controls.

DIRECTOR, CUSTOMER SUPPORT | JAN 2015 - APR 2016

RelayHealth, Westminster, CO

- Reduced annual operating expenses by \$2 million dollars over two years using Six Sigma methodologies to identify, measure and track improvements to products and processes.
- Reduced call volumes by 40% by working closely with Tier 1 Support and product management to resolve root-cause product issues.
- Improved internal communication, knowledge transfer and customer experience by restructuring organization and creating well defined and collaborative processes between Tier 1 and Tier 2 support.
- Improved Net Promoter Scores by establishing a monthly customer working group to enhance the voice of the customer, refine priorities and share progress with stakeholders.
- Improved quality of service and reduced expenses by replacing Tier 1 service provider, establishing contract terms which linked compensation directly to specific KPI targets.

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CERTIFICATIONS

**Scaled Agile 4.5 Certified Scrum
Master and Product Owner**
Scaled Agile | 2020

Six Sigma Green Belt
McKesson Corporation | 2016

Certified Software Quality Engineer
American Society for Quality | 2008

Secret Security Clearance
US Department of Defense | expired

REFERENCES

Available upon request

WORK EXPERIENCE CONTINUED

MANAGER, IMPLEMENTATION AND SUPPORT | AUG 2013 - DEC 2014
RelayHealth, Westminster, CO

- Established a new technical support team to onboard and support CommonWell Health Alliance members (<https://www.commonwellalliance.org>).
- Maintained constant year over year support costs despite exponential customer growth.
- Reduced demand for live support services by building self-service tools, training videos, and knowledge based resources.
- Improved product supportability by establishing a culture of collaboration and early involvement with engineering and product team initiatives.

MANAGER, SOFTWARE DEVELOPMENT | FEB 2011 - JUL 2013
McKesson Corporation, Westminster, CO

- Shortened cycle times by 75% and reduced defect escapes by 60% establishing a Kanban system to better manage scope, priority and WIP (work in progress).
- Enabled customer attestation in compliance with Affordable Care Act via a custom ETL solution to meet reporting content and format requirements.
- Directly supported CMS attestation for 118 customers securing over \$400 million in government payments
- Improved team morale and increased depth of expertise by consolidating a 10 person team responsible for maintenance and new development.

MANAGER, SOFTWARE QUALITY ASSURANCE | OCT 2009 - JAN 2011
McKesson Corporation, Westminster, CO

- Managed 23 person combined onshore/offshore team of software quality team members in support of multiple EHR system solutions.
- Led organization-wide project to achieve ARRA Stage 1 Certification, coordinating deliverables and timelines, and providing executive updates of program progress and risks.

QUALITY ASSURANCE ANALYST | NOV 2005 - SEP 2009
McKesson Corporation, Louisville, CO

- Reduced environment setup time by 95% through development of shell scripts.
- Established QA organization best practices, risk-based test prioritization and change management processes.