

ROBERT HURST

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“My passion is making the journey possible with its people by advancing and promoting information technology used in any setting: products, services, innovation.”

I am enjoying a progressive information technology career that spans my entire adult life: from software engineering for clinical and fiscal management, manufacturing, retail, middleware and automation; to design, implementation and support of medium and large-scale IT operations; to managing enterprise-class IS by formulating and executing vision by means of program development and enabling teams.

My best work comes not only from know-how, but also from knowing how to fail fast and to negotiate the adjustments necessary to complete the objective. While hands-on experiences are my strength, I sustain value by way of coaching that fosters career development and builds the next generation of leaders. Above all, I keep a sense of humor amid the chaos.

COMPETENCIES

<u>Collaborative execution</u>	strategic thinker who can execute while building and sustaining excellent cross-functional relationships at multiple levels across large organizations; a proven record of building trust with clients and vendors
<u>Communication</u>	articulate while making arguments in a compelling manner, explaining complex processes and data flow in a way that is understandable by non-technical stakeholders
<u>Driving results</u>	can translate the overall objectives of the organization into actionable, quantitative plans
<u>Culturally astute</u>	savvy and pragmatic on how to affect change

COMPUTER SKILLS

<u>Cloud software</u>	G Suite (Business), GitHub , Jira, ServiceNow
<u>Desktop software</u>	mainstream office, drawing, multimedia, presentation, and project suites
<u>DevOps</u>	expert knowledge of C, Caché, HTML, SQL; current working experience with CSP, Node.js , PHP, TypeScript/JavaScript (server and browser apps)
<u>APIs</u>	developer in HL7, JDBC/ODBC, REST, SOAP, and SNS for Ensemble, Linux, and Node.js; Google Admin (Directory), SecureAuth (IdP, MFA)
<u>SysOps</u>	Google Chrome (Admin), Red Hat Enterprise Linux (RHEV-M)
<u>System software</u>	Apache, bind, crypto, cups, dhcp, git, gpg, imap, iproute2, iptables, ipvsadm, MySQL, Nagios, nfs, nmap, npm, PostgreSQL, rpm, rsync, Samba/CIFS, sar, sendmail, SQLite3, sftp, ssh, winbind, WordPress
<u>Technical</u>	architect, debug, and trouble-shoot the solution stack; implement networking protocols, rules and routing; EMC SAN operations and scripting; classic printer and terminal emulation

EXPERIENCE

Beth Israel Deaconess Medical Center

1135 Tremont Street, REN-6 · Boston, MA 02120 · 617-667-7000

Sr. Technical PM under the direction of Manu Tandon, CIO 5/2016 - present

Working in the CIO Office, focused on implementation of several cross hospital Information Technology projects simultaneously by utilizing the tools, techniques and methodology of professional project management fundamentals to meet the current and anticipated needs.

Project leader and DevOps on: a growing fleet (600) of Google Chrome OS endpoints; and projects involving custom data processing with integration needs to disparate applications for both on-premise and cloud.

Clinical vended systems requiring technical triage between the project request and operations: data integration, cloud/data centers, networking, security, and telecommunications.

Prototype working solutions in support of [innovative EHR, Mobile, and Workstation developments](#) that bridge current operations and platforms with emerging technologies and needs.

Administration and security work group (33) reporting using Rapid7 [Nexpose](#) to continuously audit the 23,500 networked assets: cloud, dmz, lan, wifi.

Systems Manager under the direction of Manu Tandon, CIO 5/2012 - 4/2016

Developed and documented Linux configuration and operation standards with its systems engineering team using RHEV-M farms. Implemented Linux IPVS, monitoring, and network tuning to load-balance / fail-over up to 3,400 concurrent, critical care providers and developers on Apache web services.

Supervised and coached Caché administrative support (2) for highly available operations.

Delivered BIDMC [webOMR](#) software intellectual property to [athenahealth](#).

Lead implementation team to bring InterSystems [HealthShare Patient Index](#) online.

Principal Engineer under the direction of Rocky Grasso, Manager 8/2005 - 4/2012

The architect and implementer of highly available Red Hat Enterprise Linux hosts, guests, and clusters on IBM BladeCenters, for production and business continuity, using Cisco Catalyst and Nexus and EMC Symmetrix, Clariion, and VNX supporting infrastructure.

Implementation team lead of a 7x24 support operation for the in-house classic, web, and middleware clinical applications running InterSystems Caché Enterprise and Ensemble on RHEL. Backup support for GE Centricity Business (IDX) running Caché on IBM AIX and Oracle-based systems including Peoplesoft for human resource and financial supply chain management.

Implementation team lead of Ensemble productions in support for EDI services, including software development of custom adapters used for business services and operations that enable automated JDBC gateways, SFTP with file encryption, REST/SOAP integration, and Linux scripting.

Implemented [Forerun ED](#) software products with a services partner relationship.

Installation and administration of relentless Nagios monitoring of data center assets and services.

Retail Store Systems, Inc.

400 Scenic View Drive · Cumberland, RI 02864 · 401-658-3900

Systems Architect under the direction of Scott Fonseca, Director 1/2005 - 7/2005

Programmer/Analyst under the direction of Bob Hughes, Manager 6/2003 - 4/2004

Provided systems design and software development on IBM line of registers using IRES (SuSE Linux for Retail Solutions). Customize systems and applications that use the 360 Commerce JAVA point-of-sale, Linux operating system, and DB2 database. Clients included The Disney Stores, KB Toys, Scheels All Sports, and Stein Mart.

The CCS Companies

Two Wells Avenue · Newton, MA 02459 · 617-965-2000

Sr. Programmer/Manager under the direction of Paul Coyle, CTO 4/2004 - 12/2004

Provided an immediate hands-on, leadership role for their software engineering needs to run a billion dollar credit and collection services information system.

Supervised a software development team (6). Consolidated application code to use software libraries and source control for Visual Basic and server-side JAVA, DCL and Linux scripting. Administered the Caché and SQL databases to provide non-disruptive operation to each collection campaign: email, mail, telephone operators, web and automated cross-business matching of debtors with court bankruptcy notices.

Care New England

45 Willard Avenue · Providence, RI 02935 · 401-736-4697

Project Manager under the direction of Brian Hodor, Director 10/2001 - 4/2003

Provided a multi-year project plan for the transitioning of Butler Hospital's clinical-fiscal information system into Care New England's consolidated IT operation. Included staff training and documentation; and some custom systems and applications software engineering.

Project leader of KRONOS Workforce Central time and attendance system.

Application software developer of native HL7 interfaces for SeeBeyond e*Gate, Cerner Millennium pharmacy, and IDX GPMS professional billing systems.

Butler Hospital, a Care New England hospital

345 Blackstone Boulevard · Providence, RI 02906 · 401-455-6200

IS Director under the direction of Walter Dias, COO 4/1997 - 9/2001

Completed IT staffing (55) consolidation into Care New England as its interim Director of Technical Services.

Provided capital and expense budgeting for IT staffing (8), hardware, software, and maintenance.

Built IS help desk and training programs with an integrated projects and assets tracking system: desktop PC, terminal, printer and peripheral with networking inventory control of 500+ assets.

Lead the IT development, staffing (2), and implementation of a behavioral health capitated account claims processing system for a 5-year Blue Cross of RI contract with Harbor Healthcare, LLC.

Re-engineered revenue cycle for managed care supporting all levels of acuity. Integrated remote behavioral health services with the main hospital campus that included three outpatient satellite offices, MHRH state beds, and a Medicaid inpatient unit for Kent Hospital.

Lead implementation for Single Sign-On (SSO) using Samba PDC, Windows NT BDC, and Linux PostgreSQL to administer user access controls for all applications and networked services.

Lead implementation for integrated HR services using employee badges for time clock entry and a web-based campus directory. This system was extended to Patient Registration for patient identification and a web-based hospital census directory for clinical and campus security.

Apache web master for kentri.org and wihri.org while collaborating with Care New England Marketing and HR teams leading to a unified branding and practice.

Planned and executed quality assurances for Y2K compliance with RI Department of Health.

Systems Manager under the direction of Ronald Giguere, Director 9/1988 - 4/1997

Systems installation and administration of VAX/VMS, Alpha UNIX, and Intel Linux. Database installation and administration of Caché, Microsoft SQL, and Linux PostgreSQL.

Network installation and administration for its 114-acre campus LAN (fiber, thick, thin, twinax, twisted); and Internet services: dhcp, dns, email, firewall, ftp, and web.

Apache web master for butler.org established 1995; developed portal for Patient & Family Education Service Center with integration to hospital's discharge summary planning.

Computer programming of Creative Socio-Medics clinical-fiscal management software with conversion to Caché for its object-oriented relational database management with SQL. The applications operated from Apache web, Microsoft client-server, and terminal.

Custom developed application suites: Nurse Scheduling with union pay rules and networked time clocks; inpatient Medication Administration and Lab Result for patient charts; Medical Record tracking system using bar code scanner entry with supporting patient chart labeling and card embossing; Outpatient Scheduling with integrated managed care authorizations, patient co-pay collection, and provider fee-for-service reimbursement; and integrated smart printing and faxing.

Data Processing

Providence, RI area

Programmer/Analyst under the direction of respective department managers 4/1985 - 6/1988

Worked for professional data processing environments as a DEC PDP/RSTS and VAX/VMS systems and applications programmer (AP/AR/GL/Payroll) for manufacturers (Inventory Planning and Shipping), using Assembler, BASIC-Plus, DCL, and DIBOL using ISAM record keeping.

EDUCATION

New England Institute of Technology

2500 Post Road · Warwick, RI 02886 · 401-467-7744

BS - Computer Information Systems graduated 10/2002

Computer programming track included hands-on applications development (Visual Basic and SQL), object-oriented programming (C++ and JAVA), Linux systems administration, and inter-enterprise data communications (HTML, JavaScript, and ASP).

AS - Computer Programming graduated 12/1984

RELATED

Edaris Health

1550 Soldiers Field Road · Brighton, MA 02135 · 781-547-7777

Caché Administration under the direction of Godson Menezes 5/2018

An outsourced engagement providing business continuity support services for the Urgent Care solutions to their customer base.

Rapid7

100 Summer Street · Boston, MA 02110 · 866-390-8113

Nexpose under the instruction of Aniket Menon 10/2014

Trained to use for discovering networked assets, vulnerability detection, and CIS policy benchmarks.

Performa Consulting Group

One Nathaniel Guild Road · Sharon, MA 02067 · 781-784-1712

Executive coaching under the instruction of Carol Salloway 01/2014

A 3-month engagement in one-on-one coaching to help develop a focused set of competencies critical to success.

InterSystems Corporation

One Memorial Drive · Cambridge, MA 02142 · 617-621-0700

Ensemble Productions under the instruction of David Nelson 8/2009

Trained to use this middleware stack for healthcare IT data interfacing with HL7.

Caché Administration under the instruction of Sue O'Leary 10/2006

Trained to use the enterprise administration features including security, auditing, and database shadowing.

Rapid Application Development under the instruction of Joel Solon 11/1999

Trained in the advanced client-server use of its database architect tool, SQL, and Objects.

Red Hat

314 Littleton Road · Westford, MA 01886 · 978-392-1000

Enterprise Linux 5 12/2007

Trained to install, configure, and troubleshoot the enterprise features including SELinux and Xen virtualization. Passed its Red Hat Certified Technician and completed the Engineer exam.

New England Institute of Technology

2500 Post Road · Warwick, RI 02886 · 401-467-7744

Adjunct Instructor under the direction of Erik Van Renselaar 10/2002 - 10/2005

Provided part-time evening instruction for computer programming (C++, VB .NET) and systems administration (Linux) courses.

Visual Basic .NET under the instruction of Scott Lambert 3/2003

Trained to use Microsoft's IDE, and VB .NET programming with ADO.

Bryant College

Providence, RI

Project Management under the instruction of Anthony LaPreste

12/2001

Trained in the Guide to the Project Management Body of Knowledge (PMBOK).

NOTABLE

Red Hat

Virtualization Manager Pilot, review, and case-study Boston 2012

“As early adopters of Red Hat Enterprise Linux, we enjoyed our collaboration that included learning, adoption, migration and implementing a growing new set of Linux applications. And with KVM virtualization radically altering that landscape, it has become necessary for not only a reliable management tool, but also one that can work with our existing datacenter assets and supporting infrastructure. Our Red Hat Enterprise Virtualization 3.1 pilot met that need with remarkably thin integration and allows us to expand provisioning and management of hosts beyond our systems engineering team.”

Red Hat Summit Speaker/presentation of a case-study on high availability Boston 2008

Government Users and Developers Conference Speaker/presentation on success story DC 2007

InterSystems

Caché Mirroring Development partner and implementation Boston 2010

“Our tolerance of any system downtime has nearly reached the point where even planned downtime is unacceptable,” said Rob Hurst, Principal System Administrator at CareGroup Healthcare System, a Boston-based integrated delivery network. “InterSystems truly understands the challenges of availability on a 24x365 basis. After field testing that has been 100 percent successful,” he continued, “we plan to implement Database Mirroring in 1Q11...it’s a total high-availability solution that is definitely cost-effective when compared to traditional approaches.”

Implementing Security Effectively provided a customer’s perspective at DEVCON Orlando 2007