

Luis Cuevas

Vast experience as a Project Manager in Healthcare industry with experience in the US, Canada and UK.

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Summary

Strong Technical Leader / Project Manager IT/Healthcare, with hands-on experience in eMR, EMPI, EHR and Clinical Applications' Integration, expertise in HL7 v2.x & v3 / EDI/X25/ASTM Standards / Clinical Lab's Automation.

Implementation of SOA, Integration Architecture planning and execution in a variety of platforms in a globalized distributed environments.

Senior Project Manager, experienced managing all systems' operations activities including requirements definition, business case, Change Management, Technical infrastructure, full implementation cycle and clinical architecture design and implementation.

Specialties: Project Management, Integration Architect, eHealth, Interoperability, Demonstrated leadership skills managing a multinational large distributed team, Strong organizational skills, Self-motivated and able to work independently, Experience with Clinical Information Systems and HL7 integration version 2 and 3.

Luis has also been involved in the Aeronautic/Airline industry as an Air Traffic Controller (ATC) and Nav Instructor at Chilean Aeronautic Services, Flight Dispatcher with Branniff and Eastern Airlines (SCL) he recently joined Aeromag 2000 at YVR as De-Ice Technician.

Experience

Semi Retired

January 2014 - Present

Recently retired from the IT world, now enjoying life and working as a volunteer in different organizations around the world.

Thanks to all recruiters for sending me job positions, but at the time I am not available for IT related positions.

All the best

Luis

IT Project Management Consultant - Integration/Process Improvement Aeronautic / Healthcare

June 2005 - Present

- * Integration Consultant for British Columbia Ministry of Health for the integration of a Provincial Lab Information Solution (PLIS). Mapping of HL7 v2.x into HL7 v3. HL7 Analyst for Northern Health Authority on-boarding process into PLIS.

- * Project Manager at dbMotion, implementing an SOA-based healthcare interoperability and intelligence solution at Montefiore Medical Center, Bronx, New York. (integrating 7+ hospitals and peripheral clinics)

- Integration Architect; designed the SOA Integration's Architecture and Strategy road map for William Osler Hospital Center, Etobicoke, Ontario, including clinical applications, Lab-Analyzers, point of care medical devices and handheld wireless devices integration. Manage development and QA team and liaison between IT and clinical Management team during the migration / integration process. Interfaces developed on MS-Biztalk.

- Integration Specialist / BA at New York City Hospital Corporation (NYCHC), a group of 11 hospitals in the NYC area. Identified client requirements and develop integrated data and application architecture strategy, data flows documentation for ER's and Chronic Disease Management research projects. Integration done with Ensemble Integration engine from Intersystems. (HI7 V2.3)

- Develop Migration strategy for University Health Network, Toronto, Canada from eGate to JCAPS SeeBeyond Integration Engine.

Engagement Manager at Courtyard Group

March 2006 - June 2007 (1 year 4 months)

Manager Integration division at Courtyard Group

- Prepared technical and support Integration documentation for Clients and Internal projects.
- Develop / Implement business plan for Integration division including goals and objectives, manage team, workload, scheduling, client expectations and client's liaison.
- Improved revenue generation in more than 50% for Integration Projects, by improving business strategies. Develop KPI's monthly reports (P&L) to management.

Manager Technical Support Centricity Lab at GE Healthcare

2003 - 2005 (3 years)

Successfully managed a globally distributed technical support and development team:

- Re-engineered the support process improving turn around time on support calls by 30%. Developed and implemented policies and procedures to provide efficient and proactive support for North American and UK clients for Clinical Lab Information Systems / Integration.

- Program Manager, acted as point of contact for ongoing system services, migration proposals, planning, scheduling, implementation and Quality Control of system's services from conception to completion. Increased technical support revenue in more than 30%.
- Improved client satisfaction by visiting, addressing and resolving tense issues, developing a plan of action and establishing monthly communication bulletins. Implemented weekly pulse report to manage KPI's. Improved overall KLAS rating in Technical Support / Client Satisfaction.
- Manage QA process and methodologies for critical patches and new releases.
- Work with Product Management and Marketing to help define/refine sales messages and ensure sales packages are developed and messages communicated to sales team.
- Responsible for staying abreast of product roadmap as well as understanding the scenarios, features and functions within each of the products and how these are applied to address business and technical problems.

Integration Consultant - Plan Maintenance System at Teekay Shipping

July 2001 - April 2003 (1 year 10 months)

Change Management. Streamline the Integration and Data Replication strategy for globally distributed Plan Maintenance Systems for TK fleet around the globe applications, ensuring consistency between redundant resources and high availability amongst distributed offices worldwide (Vancouver, Oslo, Singapore, Australia) and offshore, also improved and reduced satellite communication costs.

Strategic integration consultant, advising committees on Integration strategies over all.

Director Technical Services (IT)

June 1999 - June 2001 (2 years 1 month)

* Managed clients' and sales teams' request for enhancements and customer service to improve software functionality and requirements for new releases.

* Developed and implemented global strategies, policies and procedures for technical implementation and customer support to meet customers' satisfaction, revenue and margin objectives. This was completed in the areas of Instrument Interfaces, HL7 Interfaces and Support.

* Worked closely with R&D, Helpdesk, Professional Services and Sales for pre and post sale support and liaison with Senior Executives.

* Provide hardware evaluations and architecture recommendations to new clients; conduct benchmarks on proposed hardware platforms.

Integration Manager

February 1997 - June 1999 (2 years 5 months)

- Project Manager / Technical Leader for the development and integration of Data Integration Module (HL7) and Ultra LIS software.

* Redesign implementation methodology to improve efficiency by implementing business process changes resulting in reducing implementation time, costs and improving client satisfaction.

- Managed team of 25+ software engineers and programmers, set goals and objectives and conduct annual performance reviews.
- Technical Leader for multiple HL7 Integration projects within defined scope, objectives, risk, schedule and budget, providing overall direction and guidance to the project teams, in pre and post implementation.

Manager Technical Services

1995 - 1998 (4 years)

Acted as point of contact for ongoing system services, migration proposals, planning, scheduling, implementation and Quality Control of system's services from conception / development to completion. Increased technical support revenue in more than 30%. Improve KLAS score to highest level of customer satisfaction.

Technical / Business Analyst

May 1993 - February 1997 (3 years 10 months)

Technical Leader responsible for the technical implementation of HIS/Admitting (ADT) and Lab Information Systems (LIS), based on UNIX (Dec) and UNIFY RDB platform.

- Architected, acquired, configured and implemented high availability DEC cluster solution platform for HIS data centre. (ADT, LIS, Integration Engine platforms).
- Designed, developed and implemented Integration Engine for data interchange HL7 2.x between Radiology, Lab, ADT and Pharmacy, as well as Billing interface with Ministry of Health, BC.
- Documented data modeling process, logical and physical rdb model and hl7 links.
- Unix OS installation, configuration and upgrades, automation of UNIX system administration tasks.

IT Manager

1989 - 1993 (5 years)

Responsible for the implementation and maintenance of Unix systems and networking all branch across Canada from Vancouver to Halifax, Nova Scotia. Develop and implement an EDI X12 online B2B Purchase Order and Invoicing system.

Unix Specialist - NCR Santiago, Chile at NCR Corporation

March 1981 - December 1988 (7 years 10 months)

Unix specialist for Banking and Healthcare, national instructor for UNIX OS, system analyst for migrations and conversions projects for major banks and mining companies in Chile.

Air Traffic Controller - Chilean Aeronautic Service

1977 - 1981 (5 years)

- Air Traffic Controller (ATC) in Santiago Aeronautic Services

- Air Navigation Specialist and Instrument Approach Procedures (APP – DEP)
 - Flight Simulator Technician and Instructor at Aeronautic Academy.
 - TWR/LOC/GND/APP/DEP controller at SCEL, SCTI, SCTB.
 - English instructor; develop training plan, materials and instructed ESL for SEI personnel.
 - Publish a study of “Noise Abatement in the vicinity of Airports” focus his research in SCTI, an airport that was consumed by local communities, industries and residential areas thus creating noise pollution to their inhabitants. (Airport was further close to cease its operation in the late 90’s).
 - Created and Managed Technical ATC Library gathering international publications from FAA, ICAO, IATA, and variety of Airline and Aeronautic publications worldwide.
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Education

British Columbia Institute of Technology

IT, Networking, installation, design and troubleshooting, 1989 - 1989

NCR Business School

Systems Analyst, Computer Science, 1979 - 1981

Activities and Societies: Graduated as System's Analyst.

Pontificia Universidad Católica de Chile

Education, Teacher, 1976 - 1979

Activities and Societies: Teaching degree

Aeronautic Technical School

Air Traffic Controller, Air Traffic Controller, 1975 - 1977

Activities and Societies: Graduated with 3rd seniority from my class

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[Contact Luis on LinkedIn](#)