

# Mr. Jackson Taylor Langford

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## Objective: SENIOR I.T. MANAGEMENT / I.T. PROGRAM DIRECTOR / I.T. PROJECT MANAGER

I Offer my first-class track record of saving millions of dollars and repeatedly achieving significant performance increases in major organizations. Strong business and technical skills. Versatility. **Consulting experience with Nextel Global Services, Walt Disney Corporation, Cigna Health and major Florida agencies.** Position should include development of business solutions and strategies as well as technical I.T. expertise.

Have led/managed many **successful projects** in *healthcare, transportation and telecommunications* industries. Built high performance I.T. teams that provided high dollar value for I.T. money. Proven ability at execution and follow through, to support businesses and recommend processes to drive and deliver results. Leadership, decision-making and problem-solving skills.

- **Defined, established, and managed an EDI clearinghouse with 7,000 interchange partners representing 14,000 healthcare providers processing 120 million transactions per year, totaling over \$1.5 billion in provider payments annually for the largest healthcare insurer in the Southeastern United States.**
- **Managed a Design Team and Applications Development Group that completed a \$10 million browser based application in 12 months (four application architects and 132 developers) for a Florida State agency.**

## Strengths: *In addition to I.T. management and consulting accomplishments in major organizations, my experience includes:*

- Business Intelligence & Strategies
- Business Process Reengineering
- Team building & Organization
- Performance Tuning
- Data Warehousing
- Capacity Planning
- Program Management
- Problem Solving
- Budgeting & Finance
- Project / Process Management
- Application Life Cycle & Architecture
- Training & Motivation

- ## Summary:
- **B.S. degree in Computer Science; M.B.A.** (the tools required for exceptional project management).
  - More than 20 years of successful I.T. experience, including **contracting and consulting**.
  - Able to anticipate technology **growth**; skilled in the planning of technology needs.
  - Extensive **Project Management** experience -- from **Planning** and **Budgeting** to Deployment.
  - Manager, Motivator, and Team Builder; have managed up to 138 individuals during a project.
  - **Financial expertise** includes preparing and administering **multi-million dollar annual budgets**.
  - **Software** development, evaluation, testing and debugging to determine what will benefit a business in three important categories: Increased productivity, Decreased downtime and Scalability.
  - **Strong communication skills** as information liaison between senior management and technical staff.
  - **Techniques used include:** Use Cases / OOD / Object Role Modeling / Enterprise Architecture.

## Experience:

### 2004 – Present **Director – Project Management**

New Line Healthplans, SarasotaFlorida

- Direct the Project Management Team and Project / Program Office
- Responsible for a portfolio of both IT and Business Projects with a total value that exceeds \$30M
- Implemented Microsoft Enterprise Project Server and PMI based Project Management Methodology

### 2002 – 2004 **Systems Manager**

IT Right, Jacksonville, Florida

- Hired to be responsible for a legacy **EDI Clearinghouse** until a new HIPAA (*Health Insurance Portability and Accountability Act*) compliant Clearinghouse was completed.
- Included the **management** of five (5) groups during the HIPAA implementation supporting 11 states' Medicaid transactions and two commercial insurance companies' health divisions.
- Managed the ACS – EDI Gateway **Systems organization**, including Operations, Interactive Transactions, Clearinghouse, Web / Communications, and applications development units.
- **Significantly improved the efficiency** and value of the unit by implementing a better performance measurement process utilizing S.M.A.R.T. objectives.

Was supervising 24-25 people, (3 groups) multiple sites (Atlanta) rebuilt product from ground up to meet new HIPPA requirements. Completely revamped a software product for under \$1M, original estimates were \$10M

Experience: *(continued)*2001 – 2002 **Consulting Information Technology Architect**

Nextel GLOBAL SERVICES, Pensacola, Florida / N O K I A, Helsinki, Finland

**Client:** Nokia (*major cellular phone manufacturer*)

As the Consulting IT Architect, participated in Web related projects including the design of a new Web Portal; researching a major performance problem and recommending a course of remediation; and reviewing Enterprise Web strategy.

1997 – 2001 **Director – Application Development**

COMPUTER DOCTOR, INC., Atlanta, GA

**Director – Application Development, COMPUTER DOCTOR, INC.**

- Acted as Chief Application Architect and Manager of the design team and application group on a **large State of Georgia Intranet project under contract from Computer Doctor to Unisys.**
- Coordinated the development of **specialized turnkey applications**, including preparing cost quotations valued at over \$3 million annually.
- Provided **consulting services** to the Department of Insurance, Division of Rehabilitation and Liquidation on **project management** and organization for claims processing.
- **Recruited, hired, and trained contract staff for Computer Doctor, built strong project teams.**
- Applied my knowledge of applications for multiple platforms (PC's, *Unisys*, and IBM).

**Client:** Georgia Department of Children and Families (1/2000 – 2/2001)**Position:** **Chief Application Architect**

- Designed a Web / Browser based, thin client application system for **tracking children** in foster care and acted as liaison to the subject matter experts.
- Supervised design team of Application Architects and development group responsible for the **design and construction** of the application; and the **quality assurance** of the completed components.

**Clients:** Georgia Departments of: Transportation, Revenue, Wildlife & Labor (10 projects) (12/1997-1/2000)**Position:** **Director of Applications Development**

- Supervised 15 application developers responsible for **building custom applications and Web sites**, and acted as chief designer for many.
- **Languages:** Delphi, FoxPro, Visual Basic, Natural, COBOL **Databases:** SQL Server, MS Access, Oracle

1987 – 1996 **Director — Electronic Data Interchange Services**

Cigna Health of Georgia, Atlanta, GA

- Defined, established, and managed an **EDI clearinghouse** with 7,000 interchange partners representing 14,000 healthcare providers processing 120 million transactions per year, totaling over \$1.5 billion in provider payments annually for **the largest healthcare insurer in the Southeastern United States.**
- Designed, assembled and managed a unit eventually reaching a size of 80+ employees and contractors to facilitate the electronic submission of electronic health care claims for the companies' Private and Medicare lines of business.
- Duties included **supervising the managers of the three groups** required: Applications development and maintenance, Operations, and Customer Service (call center for technical and claim assistance).
- Acted as **Business Owner**; identified the need for EDI claims; **performed cost analysis to achieve a savings of tens of millions of dollars**; developed a proposal to initiate Internet commerce
- Recruited, hired, and trained staff, directly supervising 24 employees and up to 60 contractors.

1985 – 1987 **Director — Management Information Services**

C&amp;G RESTAURANTS, Dearborn, Michigan

**Education:** EMORY UNIVERSITY, ATLANTA, GA – **M.B.A.**MEMPHIS STATE UNIVERSITY – **B.S. degree in Computer Science****Professional Activities:**

Experience: *(continued)*

- Member, Project Management Institute – **PMP**
- ANSI X12N Insurance Subcommittee's Interactive **EDI Workgroup, Co-Chair**, 1995–1996
- **Cigna Health Technical Advisory Group** to the Workgroup for Electronic Data Interchange (WEDI) and Chairman's Advisory Board, *Team Member*, 1994–1996
- American national Standards Institutes (ANSI) Accredited Standards Committee (ASC), **Electronic Data Interchange Standards X12, Voting Member**, 1994–1996

*References Furnished Upon Request*

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