Patrick Ciriello
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Objective: To obtain a decision making level position where I can leverage my creativity, problems solving skills and experience in business, coaching, and technology to help others here in the United States and around the world.

Life & Business Coach, FACTA Fix – Baltimore, VT 02/10 to Present

In February of 2010, I began training as a life coach after participating in a coaching session online. Since that time I have been studying transformational techniques with RiZe Global (San Diego, CA) and have been working with clients across the county and helping them with issues ranging from weight loss to finances to marketing and relationships. Clients include startup and small businesses as well as individuals who are looking for new career paths, or even new life paths.

Senior Consultant, FACTA Fix – Business & Technology Solutions, Simi Valley, CA 05/09 – 02/10

FACTA Fix provides businesses, both start-up and established, with consulting services ranging from government compliance to information security to legal services. Creative partnering with other firms allows the company to provide comprehensive solutions to the many challenges faced by businesses in the current economy.

Director of Information Systems, Southern California Renal Disease Council, Los Angeles, CA 9/07 – 5/09

Responsible for ensuring the accuracy, security (HIPAA compliance), and timeliness of data being submitted to the Center for Medicare and Medicaid Services (CMS) from over 300 dialysis facilities and kidney transplant centers in Southern California. My department processed over 1000 forms and over 2000 patient events each month.

By using business process re-engineering, our average processing time dropped from 20 days to under 5. Working closely with the Quality Improvement Department, we provided data analysis, root cause analysis, and decision support to assist with the develop of new Quality Initiatives to improve the care of over 30,000 dialysis patients and over 10,000 transplant patients.

Business Manager, Advanced Media Post, LLC   Burbank, CA 7/2002 - 6/2007

Responsible for all operations of the company, including project management, client support, quality assurance, billing, and internal technical support of our 2.5 TB video editing system.

Additional responsibilities included marketing, client and vendor / subcontractor management, and usage coordination of our asset vault.

Manager, Consulting Services & Technology, Westwood Solutions, LLC Springfield, NJ 05/2001 - 04/2002

Primary responsibilities included sales & marketing of our services to government (federal, state, and local), corporate, and educational clients, as well as training and staff development in the following areas:

- Business Analysis & Planning / Disaster Recovery / Disaster Prevention Planning / Business Process Re-engineering
- Web Site Design, Web Marketing, E-Commerce, Custom Application Development, Content Editing
- Design and Implementation of LAN, WAN, Network Control Centers, and Warehouse / Distribution Systems

Responsibilities also included developing partnerships with other leading technology and business solution providers to provide our clients with services in other areas such as Oracle Database Systems, Cabling / Wiring for Fiber Optics, CRM, ERP, and other large-scale enterprise systems.

Technical Consultant / Acting CTO, ThePharmaNetwork, LLC Woodcliff Lake, NJ 05/2000 - 01/2001

Primary role in this startup was to develop the overall technical architecture of the online facilities for providing non-regional wholesale access of generic drugs to retail pharmacies and to manage the implementation of this system utilizing both local and off-shore development resources.

Also played a major role in developing the financial projects for each product line and distribution program, and participate in the negotiations of terms with suppliers.

Business & Network Analyst / Developer, PC Sphere, LLC Montville, NJ 08/1997 - 01/2001

PC Sphere, LLC started as a one-man sole-proprietorship in 1987. It was incorporated in 1998, and entered into a joint international venture with Expert Support Services, Ltd. in the UK. Services provided included: Telephone Help Desk Support, PC Repair, Network Installation, Training and Web Site development.

Project Manager / Senior Programmer / Business Analyst, Merck-Medco Managed Care 03/1994 - 03/2000

My career with MMMC began as the technical programmer and program designer for the Managed Care Initiative at Medco Containment Services, later purchased by Merck.

Primary responsibility was to ensure accurate and timely communications were being sent out to doctors and patients

whenever a change was made in a prescription. Towards the end of my tenure, this encompassed over one million letters each year.

Responsibilities included the design, development, and implementation of this system, as well as primary support role for all our facilities. This led to the development of many automated systems for support, maintenance, and updates. Many hours were spend at each facility around the country meeting with the general managers, department chairs, pharmacists, engineers, IT support personnel, and end-users to constantly find better ways to integrate the system into the daily operations of the facilities.

Prior Experience

Computer Science Corporation – Senior Consultant

Significant Clients:

- Best Foods - Senior member of development team responsible for the design, development, and implementation of a product recall system.)
- Sanofi-Winthrop – Documentation Analyst
- Medco Containment Services – HLLAPI interface developer

Lafayette College - Manager of Networking and Technical Services

Horizon Bank – PC Specialist

Education
Master's Degree in Management (Focus: Information Management), Stevens Institute of Technology, Hoboken, N.J.
Bachelor's Degree in Computer Science, minor in Physics, Drew University, Madison, N.J.

Organizations

TEAM Referral Network – President, Simi Valley Chapter

Simi Valley Chamber of Commerce

Montville Township Chamber of Commerce

Technical Expertise

Hardware/OS:	PC, Mac, RS/6000, VAX, 3B2, IBM 390 (VM, CICS), IBM 9370, Dell Server
Operating Systems:	DOS, Windows 9x/NT/2K/XP/Vista, OS/2, OS-X, AIX, VMS, Unix, Music/SP, Windows Server 2K3
Networks (topology):	Ethernet, Token Ring, FDDI, WiFi, 802.11b/g, Starlan, Telxon RF server
Network OS:	Novell 3.x/4.x/5.x, Arc Serve, Lantastic, Lan Server, SUN
Web Development:	SEO, SEM, Apache, HTML, CSS, Dreamweaver, FrontPage, HotMeTaL, PHP, Javascript
Web Tech:	Web Sphere, Apache, TCP/IP, FTP, SNMP, SMTP, BGP, Hosting, Domain Management
Programming:	Visual Basic, dBase, Paradox, MF-Cobol, Pascal, C, SQL, REXX, Assembly, MS Access, FoxPro
Databases/Storage:	Access, DB2, MySQL, SQL Server, dBase, Clipper, Data Warehouse, SAN / NAS / DASD / JBOD, RAID
Graphics/Presentation:	Adobe CS2/3 (Flash, Photoshop, Indesign), Visio, PowerPoint
A/V Tech:	BitPack, Sound Forge, Pro-Tools, Final Cut Pro, Compressor, Sorenson Squeeze, After Effects
Office Software:	MS Office (95-2007), Open Office, Lotus 123, Word Perfect, Multi-Mate
PM / CRM Software:	MS Project, Visio, Outlook/Exchange, ACT!
Other Software:	Quick Books, MYOB
Methodologies:	Catalyst, XAD, RAD, Agile, Scrum, Waterfall, Strategic Alignment, Iterative Prototyping, Wire-framing

Business Expertise
Project Management, Cross Functional Leader, Sales & Technical Sales Support, Team Building & Facilitation, Budgeting & Forecasting, Data Mapping, Change Management, Training, Decision and Executive Support Systems, Process / System Re-engineering, Technical Documentation, Negotiation, Development of Policies & Procedures