



# DARCEE HARRIS

Program Manager, Healthcare Information Technology

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Preston CT

## SUMMARY

Health IT Leader\*\* with a proven track record of executing successful enterprise integrations, optimizing workflows, and exceeding project goals in dynamic healthcare environments. Skilled in leading cross-functional teams, managing complex implementations, and delivering data-driven solutions that enhance patient safety, operational efficiency, and provider experience. Passionate about mentoring teams, fostering collaboration, and aligning technology with business objectives to drive meaningful industry impact.

## KEY ACHIEVEMENTS

**Integration Success Leader**  
Led integrations for 300+ healthcare systems, enhancing medication management efficacy.

**Efficiency Optimizer**  
Increased team efficiency by 60% through optimized processes and mentoring strategies.

**Patient Safety Improvement**  
Increased patient safety by 25% with AI-driven clinical solution deployments

## CERTIFICATION

PMP, PMI

Six Sigma White Belt, PMI

## SKILLS

Program Management · Risk Mitigation · Implementation Management · Enterprise Integrations · AI Solutions · Workflow Optimization · Healthcare IT · Data Analytics · EHR/EMR Systems · Altera · Cerner · Epic · Meditech · Medication Management · Process Improvement · Servant Leadership · Mentorship · Change Management · Cross-functional Collaboration · NetSuite · Tableau · HubSpot · Jira · Confluence · Smartsheet · Adobe Creative Suite · Camtasia · Video Production

## EXPERIENCE

Manager of Integration Services 05/2024 - 02/2025

DrFirst

Remote

- Managed complex, enterprise-level implementations and deployments of health information solutions seamlessly for multiple EHR systems for 300+ hospitals and health systems
- Optimized team efficiency and effectiveness by 80% by mentoring and developing strategies to automate manual project processes
- Collaborated with cross-functional business units, vendors, and customers to apply agile methodologies to reduce integration lead time by 50%
- Enhanced client satisfaction significantly by revamping the sales hand-off, implementation, training, and support programs

Senior Product Specialist

11/2019 - 04/2024

DrFirst

Remote

- Managed full SDLC for multiple integrated solutions, balancing business needs, regulatory requirements, and strategic deployment goals to consistently achieve 95% success rate
- Provided subject-matter expertise to support sales to high-profile clients, demonstrating complete product knowledge, functionality, and value to hospital clinical workflows
- Developed comprehensive product documentation, including roadmaps, release notes, analytics reports, and training resources to support internal and external stakeholders
- Improved service integration efficiency by 25%, resulting in speedier revenue realization

AI Program Manager

01/2017 - 11/2019

DrFirst

Remote

- Increased patient safety by an average of 25% and optimized hospital workflows by deploying AI-driven clinical solutions
- Served as a strategic bridge between product teams and key stakeholders, facilitating improved relationships and solution enhancements
- Developed customer education assets, including implementation guides, training videos, and analytics-driven performance reports

Engagement Portfolio Consultant

10/2014 - 01/2017

DrFirst

Remote

- Led consulting engagements for MEDITECH health systems, optimizing clinical workflows and technology adoption
- Partnered with sales teams to provide on-site technical and strategic solution architecture evaluations, improving user adoption and efficiency benchmarks by 30%
- Designed and executed standardized project scopes, implementation plans, and analytics reports to drive successful customer outcomes

Senior Integration Engineer

06/2011 - 09/2014

DrFirst

Remote

Healthcare IT Analyst

01/2008 - 01/2011

The William W. Backus Hospital

Norwich, CT

Independent IT Consultant

01/2000 - 01/2008

Various Clients - Education, Commercial Insurance, Military

Various

Small Systems Computer Specialist

04/1997 - 06/2000

United States Marine Corps

Camp Pendleton, CA

## EDUCATION

Web Publishing & Design

05/1998 - 05/2000

Mira Costa College

Oceanside, CA

Computer Science

01/1997 - 04/1997

United States Marine Corps

Quantico, VA