

City Council Application

Reference #	11791771
Status	Complete
First Name	James
Last Name	Eller
Phone Number	██████████
Cell Phone Number	██████████
Email Address	██████████
Street Address	██████ Coventry road
Place of Employment	Hyland Software
Position	Account Executive
Length of residence in Cleveland Heights	OH
Are you a registered Cleveland Heights voter?	Yes
What special qualities, abilities, skills, insights or perspectives do you possess which would be of value in serving on Cleveland Heights City Council?	<p>I feel that my education and skills are germane to the needs of the city council. In my current position, I direct and guide those responsible for customer projects through strategic engagements, the project life cycle, assuring the vision and business objectives are successfully accomplished. These skills would be beneficial in helping support the strategic and development efforts of Cleveland Heights.</p> <p>My other positions have allowed me to be directly responsible for the implementation of strategies for the execution of a valuable new market development process. This required me to run the new market division, which included risk assessment and analysis of market trends. The responsibilities also included facilitating and encouraging people to work together to convey our marketing message.</p>

What educational training (formal or informal), employment and other life experiences have helped you develop the qualities, abilities, etc., described above?

From my resume you can see that not only do I have a law degree but also a MBA and Master in Non-profit organization all from Case Western , Each degree has given me exposure and training in topics that are necessary to support the running of a dynamic city such as Cleveland Heights.

In addition, I have been selected twice as an economic development leader and have received various training that I have used in roles in community development in Cleveland,

I have also sat on a number of board and understand the dynamics of having diverse opinions and the importance of working together to achieve common goals.

Please list your recent community, professional or charitable involvements. List the most recent first.

Ruffing Montessori Parents Association
Lawrence School Parent Association
Ohio Democratic party
Cleveland LGBT community Center
St Paul' Episcopal Church Vestry
St Paul's Children's Education

What are your goals for our community and are there areas in which you believe the City needs improvement? How would your service on City Council help achieve those goals and improve the City?


My goals for Cleveland heights is to keep it a vibrant and growing community. The reason I choose to live and stay in Cleveland heights for over 20 years is the diversity of the community. To keep attracting people to our wonderful city we need to ensure that it stays safe, economically sound, and that development is done in a thoughtful yet accommodating manner. I feel that as a council member I could help the city address of these goals.

Do you have other responsibilities which would prevent you from participating in City Council and Council Committee work during certain hours or on certain days?

I am employed full time but have a great deal of flexibility. My company offers paid time off for community involvement and encourages its employees to give back to our communities.

State any additional information you would like to have considered.

I believe that my education and skills are an excellent compliment to the goals and needs of Cleveland Heights. Additionally, my degrees in law, business and non-profit organizations provide me with an extensive understanding of diverse areas of learning including but not limited to the legal system, market analysis, strategic planning, and communications. I believe if selected for this seat I would bring value and help strengthen the council.

Would you like to upload a Resume?	Yes
Resume or CV Upload (5 MB Limit)	Eller_Resume_20172.pdf (404k)
Item # 23	I agree to electronically sign this form.
Signature	James Eller
Last Update	2019-01-03 16:05:58
Start Time	2019-01-03 15:45:14
Finish Time	2019-01-03 16:05:58
IP	
Browser	Chrome
OS	Windows
Referrer	https://www.clevelandheights.com/1085/City-Council-Application

James Eller

Qualifications Summary

Keen analytical and critical thinking acumen while developing and effectively managing all phases of project lifecycles including executing multi-phased systems. Strengths in analysis, administration, and meaningful use compliance, and working with internal and external stakeholders to drive achievement of project deliverables. Identifies, isolates, and rectifies issues—process, project, or staff related—with the potential to impact performance. A collaborative individual contributor and proven team leader.

Strengths:

- Financial, Business, & System Analysis
- Change Management
- Training & Team Development
- Research & Data Collection
- Quantitative & Qualitative Analysis
- Advanced Technology Proficiency
- SOP Development & Documentation

Professional Experience

Hyland Software, Westlake OH

Integrating with healthcare software solutions to drive improvements in patient care and service, while improving medical data management and reducing operational costs

Solution Delivery Team Lead [2016-Present]

Direct and guides customers and project teams through strategic engagements from pre-sales through the project life cycle, assuring the vision and business objectives are successfully accomplished. Direct supervisor of 10 individuals and serve as their project sponsor

Effectively apply deep technical, applications or functional knowledge to Hyland's larger delivery projects that are complex in nature and require more senior technical leadership.

- Provide customers with consulting expertise and best practice recommendations across entire solution
- Advise implementation teams through the successful discovery, design, implementation, test, and deployment of complex and advanced OnBase solutions and related technologies
- Serve as a thought leader within domain area, both internally and externally; provide leadership for product, deployment and industry best practices
- Provide feedback to senior management on improvement opportunities related to delivery of service, software, and solutions deployed
- Assist in business development activities including sales to service hand off and scoping solution to assure vision is supported by the customer, product, and Solution Delivery team
- Assist with creating new delivery methods, tools, and other work products in support of delivery of service
- Identify and advise through resolution of high visibility issues and challenges which may be technical or business oriented
- Assist with development and presentation of internal training courses on technical and business concepts

Senior Project Manager [2016]

In addition to responsibilities of managing the basics of a standard OnBase implementation including complete Epic integration helped more diverse projects including AP integrations and Contract management workflow. Also, handle directly customer issues prior to escalating to leadership. Serve as a mentor and trainer for new project managers and technical consultants.

Assist with the performance of business analysis in which information about business process and concerns are gathered from key client stakeholders

- Work with Business Consultants to design business applications
- Compose documentation outlining requirements for building the business application, with direct oversight from team members

- Assist with the presentation of documentation on business analysis and solution requirements to key customer stakeholders for validation and approval
- Build solution utilizing Hyland's application development tools, with direct oversight from team members
- Test business applications and ensure performance is as designed; work with team members to resolve any issues
- Compose training materials and conduct training sessions for customer; also train customer administrator to be able to administer and troubleshoot, with direct oversight from team members
- Develop plan for migration with direct oversight from team members; migrate business applications into production environment and support customer throughout migration process
- Transition key information to Hyland's Technical Support team to ensure continued successful support of customer

Project Manager [2014-2015]

Responsible for the management of customer implementation projects, from inception through project closure. Responsible for driving solution definition, resource allocation, project direction, team building, budget control, non-conformity resolution and overall risk management

Plan and coordinate projects utilizing the Hyland Project Implementation Methodology (PIM) and related tools

- Facilitate and coordinate client meetings
- Develop project plans specifying goals, strategy, staffing and scheduling
- Deliver timely and effective updates to internal and external contacts
- Take an active role in resolving conflicts and delivering solutions
- Actively participate in the growth of the general knowledge base of the team
- Manage client expectations and day-to-day client interactions
- Create and maintain project documentation utilizing methods prescribed by the PIM
- Manage and actively participate as a member of the project team to help create a sustainable, viable solution that is tailored to the customer's requirements and objectives, while utilizing Enterprise Content Management (ECM) solution best practices

Promote Customer Experience for Best in KLAS rating by overseeing a positive implementation experience for the customer to ensure customer satisfaction, secure the potential for future software and services revenue

OCHIN, Portland, OR

Supports providers and practices working to select, install and effectively use health IT to achieve clinical, operational and financial improvement

Senior EPIC Project Manager/Team supervisor [2011-2014]

Served as the main point of contact during the execution of EPIC practice management (EPIC PRELUDE, CADENCE, RESOLUTE) and ambulatory (EPICARE) platforms for Government, FQHC and NGO clients; resolving all roadblocks with the potential to impede on-time, within-budget completion.

Delegated workflow and performance measures to a team of project leads and analysts

Prepare and submit monthly invoices and status reports. Manage an implementation team of 8-10 people per project.

Conducted remote and onsite analysis of infrastructure and hardware, workflow and clinical practices, overseeing budget allocation in the coordination of key initiatives to accomplish project deliverables.

Tracked key performance metrics including labor and other direct costs, conducting comparative analysis to identify and isolate budgetary issues; ensure the integrity of the project management plan. Directly responsible for creating the company's Key business processes around stabilization including a project closing plan. Continually responsible for 5 to 8 active client relationships ranging from initial implementation to account maintenance. Directly Responsible for:

- Building and organizing appropriate project plans for either member system set-up's or conversion from legacy system or EPIC to EPIC conversion
- Collaborate/negotiate with project champions/owners on project management strategy, timeframes, and specific outcomes to be achieved.
- Take a hands on approach to conducting any customization or system build that needs to happen for each member set-up as this could make up over a third of your daily responsibilities
- Assist in identifying opportunities for process and quality improvement by informing members of other OCHIN services available to them
- Develop and maintain/revise all project materials
- Coordinate with partner site project managers to obtain necessary information, data, input to achieve on-time member set-up goals
- Identify relevant stakeholders to any project and build communication strategies to keep project on time, within budget, and successful
- Provide on-site coordination & leadership for managing any project to successful completion
- Manage risks, communicate status, and negotiate changes in scope/resources/timeline to ensure project champion/owner and partner/client is satisfied with results.
- Assists in development and strategy of customer service policies and tools
- Provides coordination among multiple parties participating in technical projects (vendor, OCHIN, clients, and external partners)
- Employs change management strategies and tactics
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- Works closely with project champions/owners and management to ensure projects and project tactics align with organizational goals
- Participate in organizational strategic planning and resulting goals/tactics

Established and maintain relationships with client-side representatives, facilitating proactive communications throughout multiple communication channels.

Project Manager [2010-2011]

Responsible for direct customer support of any assigned project including software implementations and technical projects. Reporting directly to a senior project manager to achieve the successful member set-ups.

Managed project resources including coordinating professional staff and training; maintaining project files; processing system build information; and ensuring local, county, state, and federal compliance. Demonstrated a 100% on time performance for project Go Lives and meeting or delivering project below budget.

Care Alliance HealthCare Center, Cleveland, OH

A leader in providing medical and dental services to those experiencing homelessness or living in public housing

Facilities and IT Manager [2010-2011]

Responsible for the care and maintenance of all clinic buildings and property including security systems. Also managed the organization's IT infrastructure and helped to create RFP for EMR vendor selection. Reported Directly to Chief Operations Officer.

Provided recommendations on short- and long- range systems acquisition based on extensive awareness of performance metrics for clinical providers and staff

Managed a three-month conversion of technology for a point of service including weekly and monthly analysis of key performances

Research Associate [2009-2010]

Led community based research protocol for HRSA grant that looked at the linkage to care for post-incarcerated HIV positive individuals. Worked with a multi-disciplinary team and the staff of the county correctional facility to ensure that identified HIV-positive individuals were enrolled and retained in medical care and ancillary support services.

Created a rapid response for data analysis with a community health integration cooperative agreement.
Served as program liaison with both research subject and community based health organization

Education

- Masters in Public Health- University of Akron
- Masters in Business Admin.-Weatherhead School of Management, Case Western Reserve University
- Juris Doctorate- Case Western Reserve School of Law
- Masters of Non-Profit Management- Mandel Center for Non-profit Organization, CWRU
- Bachelor of Arts, English- Loyola University of New Orleans

Awards and Certifications

- Golden Key International Honor Society
- Weatherhead and Mandel scholarship recipient
- Center for Regional Economic issues- Fellow
- Arthur Andersen Student Change Enablement- Challenge Participant
- CWRU School of Law- Student of the Year
- CWRU School of Law-Dean's community Service Student of the Year
- CWRU School of Law-Student Bar Association-Student Leader of the Year
- National Congress for Community Economic Development Emerging Leader 1999 and 2004
- A.T. Kearney Case Competition Finalist
- Attorney, Admitted to Ohio State Bar