

# Bennie Lee McLendon

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## IT Director

Collaborative and strategic IT Director with more than 15 years of experience leading IT, telecommunications, information security, and system administration within the healthcare industry. Demonstrated history of managing infrastructure and working alongside executive teams to design innovative process improvements and direct projects. Proven ability to minimize costs and ensure maximum value of technology services. Expertise in network and asset security, risk management, security engineering, testing, and identity/access management. Additional background in training and instruction.

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## EXPERIENCES AND ACHIEVEMENTS

### BARNES HEALTHCARE SERVICES

2006 – Current

#### Information Technology Director/Senior System Administrator

Partner with company owner and C-level executive team to develop IT and Telecommunications Infrastructure strategic plan. Direct team of helpdesk technicians, virtualization engineers, and software developers, as well as oversee new capabilities and enhanced operational value IT. Evaluate and implement electronic door entry and video surveillance systems to protect physical resources and ensure a safe working environment. Manage projects to improve operations, including cost reduction efforts, employee engagement and productivity initiatives, and system reliability upgrades. Design and administer servers and desktop virtualization platform for rollout of Windows-based business applications. Perform PCI DSS compliance audits, ensuring patient financial information is processed and stored according to guidelines.

- ♦ Led team responsible for migrating messaging and documentation to Google Apps, improving functionality and reducing costs.
- ♦ Ensured compliance with HIPAA-HITECH through implementation of policies and training programs.
- ♦ Spearheaded migration of millions of pages from LaserFiche to MedForce.
- ♦ Collaborated on the development of new company logo and branding strategy.
- ♦ Oversaw implementation of Nagios monitoring platform, resulting in improved detail and status notifications for all critical systems.
- ♦ Drove adoption and implementation of Penetration Testing Services, as well as Security Information and Event Management (SIEM) platform.
- ♦ Designed companywide VoIP system and implemented MPLS WAN, enabling advanced call routing, extension dialing, and networking throughout region.
- ♦ Improved staff productivity and workflow management by developing applications and interfaces that were more engaging and user friendly.
- ♦ Deployed Active Directory and Network Policy Services, providing enterprise-grade wireless networking to entire organization.
- ♦ Rehired to organization after role with Valdosta Women's Health Center.

### VALDOSTA WOMEN'S HEALTH CENTER

2004 – 2006

#### Information Technology Director

Conducted market research and competitive analysis to select appropriate products, including EMR/EPM vendors and products. Developed selection criteria and compared products/vendors against target goals. Led demonstrations and site visits with finalists. Designed IT infrastructure upgrades to support NextGen products. Trained end users upon implementation of new systems. Extended NextGen functionality with custom .asp web applications.

- ♦ Eliminated paper records, as well as reduced associated liability, by introducing digital archival and overseeing the destruction of inactive paper records.
- ♦ Managed contract negotiations with NextGen for EPM/EMR implementation.
- ♦ Decreased conversion costs and reduced timelines through development of a custom import/export process.
- ♦ Designed and implemented system of physical firewalls and VPN services to ensure HIPAA-HITECH compliance for remote access to Clinical/Financial systems.

**BARNES HEALTHCARE SERVICES**

2004 – 2006

**Web Application Developer/System Administrator**

Analyzed business processes to identify opportunities for improvement. Improved efficiency and timelines for UNIX-based report automation and distribution, as well as work queues. Coordinated infrastructure projects.

- ◆ Replaced an inherently insecure system of paper-, fax-, email-, and spreadsheet-based processes with a permission-driven, SSL-encrypted L.A.M.P. stack application, saving \$45K in labor costs in six months.
- ◆ Implemented first IT helpdesk management system for organization.
- ◆ Spearheaded implementation of VoIP system, bridging gaps in vendor's networking capability.
- ◆ Returned to company after previous tenure as MIS Director.

**TARTANIS, INC.**

2001 – 2002

**IT Consultant/Entrepreneur**

Provided commercial IT products, services, and consulting to local businesses. Managed daily operations of startup organization, including marketing and sales. Recruited, hired, and trained service technicians.

- ◆ Grew client base and profitability through strategic mission based on values of integrity.

***Career Note:** Additional experience includes Director of Information Systems and Technology for Convenience USA, as well as Vice President and Senior Systems Analyst for Automated Medical Systems.*

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**EDUCATION AND CREDENTIALS**

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**Bachelor of Science**, Trade and Industrial Education, Valdosta State College  
**Associate of Applied Science**, Technical Instruction, Community College of the Air Force  
**Microsoft Certified Solutions Associate (MCSA)**, Windows Server 2012 R2  
**VMware Certified Associate**, Data Center Virtualization  
**VCA-DCV Brocade Certified**, Virtual Router Engineer  
**BCVRE VCE Certified**, Converged Infrastructure Associate  
**Certified Installer**, VCE-CIA ShoreTel

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**MILITARY SERVICE**

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**United States Air Force**, Vocational Instructor and Electronics Technician