

RALPH F. MARRA, MBA

ACCOUNTABLE | INSPIRATIONAL | FLEXIBLE

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Academic instructor and corporate trainer with extensive senior technology and business executive experience, Passionate about education and enjoy bringing energy and enthusiasm to the classroom while mixing academic concepts with real life experience.

AREAS OF EXPERTISE

Technology & Infrastructure Management | Executive Training | Applications and Networking Systems | Data Migrations | System Integrations | Cyber Security | Software Programming | Disruptive Technology | Business Process Management | ERP | EMR | Capacity Planning | Data Governance | Risk and Compliance | Project Management | Client Integrations | IT Audits (HIPAA & HITRUST) | Cloud Computing | Disaster Recovery & Contingency Planning | Vendor Management

TEACHING EXPERIENCE

Stony Brook University, Stony Brook, NY

2008 – Present

Adjunct Faculty

Academic Lecturer in classroom and online for graduate and undergraduate business and technology courses.

Classes taught are the following:

- Graduate & Undergraduate:
 - Information Systems
 - Technology Innovation
 - Principles of Management
 - Operations Management
 - Decision Sciences Using Excel
 - Human Resource Management
- Incorporate extensive corporate business background into each lecture while encouraging student participation. Ability to breakdown technical concepts into easy-to-understand information.
- Provide informal and relaxed setting while connecting to students.
- Created and facilitated seminar “Growth of Technology and Impact on Careers” while providing academic advice and support to freshmen students as part of Stony Brook University’s program designed to offer students a topic of interest within an informal classroom environment.
- Created course centered around hands-on integration of MS Excel training within introductory technology courses for students.
- Career adviser to business students; mentor on career related topics.
- Knowledge of the following learning management system platforms: Blackboard, Google Classroom. Moodle, Zoom and Adobe Connect to facilitate online coursework.

Drexel Burnham and Citibank, New York, NY

1986-2004

Corporate Trainer/Facilitator

- Trained regional executives on use of international applications and dashboards.
- Traveled abroad as a software programming instructor to European and Asian technology personnel

Mercy College, Tarrytown, NY

1982-1983

Adjunct Instructor (as Graduate Student / Iona College)

- Taught COBOL, Basic and database programming to undergraduate students

CORPORATE EXPERIENCE

Senior Director Information Technology

2018–2020

Healthix, New York City, New York

Responsibility for in-house and outside resources tasked with application development, production support, and engineering (infrastructure). Lead IT related projects across multiple hospital clients and internal departments. Oversaw software design and HIE metrics relative to a database with 20M+ patients across 8,000 healthcare facilities.

- ✓ Analyze metrics to manage customer satisfaction/experience utilizing Salesforce. Partner with client services and engagement teams to improve customer satisfaction.

- ✓ Oversight of all interfaces and integrations with major hospitals and healthcare platforms (i.e., EPIC, Allscripts) using InterSystems Healthshare.
- ✓ Managed COVID response for major hospitals and participants including NYCDOH.
- ✓ Developed and implemented proactive monitoring systems to service clients delivering high rate of uptime (99%+).
- ✓ Aligned business strategy with IT initiatives leading Technology Steering Committee.
- ✓ Serve as strategy advisor and point person for emerging technologies.

Chief Information and Security Officer

2015–2018

JZANUS, Floral Park, New York

Led application development, production support, and healthcare payment processing groups encompassing in-house staff and outside resources. Directed build out of cybersecurity, communications, internet, and intranet infrastructure, including datacenter hardware, phone systems, and helpdesk. Converted and integrated data for HL7 interfaces and HIPAA formats. Led EDI and large multiple EMR interface projects between Jzanus and major NYC hospitals.

- ✓ Incorporated cybersecurity methodologies in all design processes.
- ✓ Piloted migration of legacy core system, from FoxPro and VB to SQL/.NET web-based platform.
- ✓ Formulated functional best practices for each client implementation, including disaster recovery and contingency plans.
- ✓ Ensured production support met customer service SLAs and maintained 100% uptime levels.
- ✓ Lead Technology Steering Committee.

Chief Information Officer

2012–2015

Suffolk Federal Credit Union, Medford, New York

Managed IT development, engineering, support services, and ATM processing teams. Introduced ITIL, SDLC and QA processes, standards, and procedures. Implemented centralized data warehouse and ERP. Oversaw risk, compliance, and asset management. Developed and supported company website, ecommerce (online banking), and mobile banking channels.

Prepared and presented monthly report to Board of Directors. Monitored \$1M operating and \$2M capital budget

- ✓ Transformed CU IT department to receive first 4 and 5 ratings with modification of every process following failing IT level 4/5 audit finding by National Credit Union Association (NCUA).
- ✓ Conversion and migration to FiServ and EPICOR ERP as a solution for branch, financial and back-office integration.
- ✓ Outsourced all credit union owned ATMs to managed services support model in successful Six Sigma project aimed at reducing ATM costs by \$60k per year.
- ✓ Built 2 new bank branches (brick) integrated into bank's centralized datacenter.

Chief Information Officer

2004–2011

Financial Medical Systems, Hauppauge, New York

Merged and improved processes, data, and resources. Monitored \$.5M operating and \$1M capital budget

- ✓ Developed flexible IT infrastructure and 4TB data warehouse to support \$30M business, enabling transactional processing between client practice management systems and internal account executives.
- ✓ Implemented NETSUITE ERP for Financials and Medical Billing solutions.
- ✓ Redesigned legacy operational workflows to prepare for new technology and improve production efficiency.
- ✓ Introduced and Implemented DevOps/Agile Methodologies

Vice President – Financial Systems Development

1988–2004

Citibank, NYC

Software Developer/Database Administrator

1984–1988

Drexel Burnham Lambert, NYC

Software Developer/Database Administrator

1980–1984

Texaco, Harrison, NY

EDUCATION

Master of Business Administration (MBA) - Management Information Systems, Iona College, New Rochelle, New York 1984

Bachelor of Science (BS) in Finance and Computer Science, Fordham University, Bronx, New York 1980