

Flexource – Julie Kelly

PHILOSOPHY STATEMENT

My focus is to enhance your organization through employee development, operational improvements and high quality service by executing initiatives that you don't have the bandwidth to accomplish. Our flexible resource model enables us to "get in, get it done and get out" – on time and on budget – while enhancing the patient experience...every patient, every time.

AREAS OF EXPERTISE/RESULTS

- Interim Executive Leadership and Coaching
- Process and Operational Improvement
- Financial and Technical Leadership
- Strategic and Operational Planning
- Change Management
- Organizational Restructure and Alignment

EXPERIENCE / SELECTED PROJECTS

- Seasoned leader with experience managing and developing large organizations to small departments. Unique ability to align organizations with functional goals at all levels from management to support. Considerable expertise with organizational restructures and development of new entities.
- Led the development and launch of an Information Technology organization for a large corporation. Created the strategic plan and operating/capital budgets, which included site selection, development of data centers, network infrastructure (call center technology, WAN/LAN, IVR's, etc.), network operations, application system development and support, system security, billing operations, financial operations and business systems. Negotiated all licensing agreements for external applications and developed agreements around custom software with outside parties. Hired and facilitated training and development of all internal resources. Results included having a fully operational and highly efficient organization and infrastructure up and running within 6 months.
- Successfully negotiated improved pricing with multiple vendors for significant cost reductions to company.
- Led the successful integration of three company's organizations and infrastructures as a result of acquisitions. Integration included migrating over 3 million customers' data, over 1,000 employees, and defining strategy to address remaining facilities. Accomplished complete integration within 18 months of all systems, customer data, employees and facilities.
- Implemented successful "virtual center" strategy in an environment with 9 call centers and 3 outsourced centers enabling the company to leverage time zones, skill sets within regions, and best available representatives. Initiative successfully reduced call handle time, speed of answer, and improved staffing models to substantially reduce operational costs.

CREDENTIALS

- Bachelor of Science, Accounting, University of Southern California
- Instructor/Team Manager – Destination Imagination
- Certified Public Accountant
- Board of Trustees Pacific Northwest Ballet
- Board of Trustees Broadway Bound Children's Theater

SELECTED CLIENTS

- University of Washington Medicine
- Cindy Whitmarsh Fitness
- Globys Inc.
- T-Mobile USA
- Qliance
- Cancer for College

Contact the Alliance at 206-616-8461 OR alliance@u.washington.edu.