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## Chief of Data Governance / Chief Data Officer

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### *Leveraging information to create competitive advantage and shareholder value*

Strategic and visionary executive with 30+ years of building groundbreaking programs designed to optimize revenue, minimize risk, and create competitive advantage for fortune 500 companies in the Healthcare, Health IT, Life Sciences industries, and Manufacturing industries. Motivational leader adept at clearly articulating vision, mission, and goals aligning capabilities, resources, and people to achieve corporate objectives. Expert in delivering innovative solutions focused on leveraging information to create **and realize** operational efficiencies and shareholder value.

As the author of two books on Data Governance and Strategy, the founder of a professional society focused on Information Management, and an avid speaker on subjects ranging from information privacy, usage, and compliance to big data and advanced analytics, I am uniquely qualified to deliver and implement an Enterprise Data Strategy capable of creating a data-driven culture and enabling highly competitive corporate strategies.

#### Critical Contributions:

- Enterprise Information Management programs responsible for \$10MM ROI
- Business Intelligence Strategy with over \$7MM in ROI
- Records Management & Retention programs worth \$5MM ROI
- Implemented Cross-Functional Executive Governance Councils, leading dozens of Vice Presidents and hundreds of mid-level leaders in the creation of Corporate Data Strategies
- Implemented 5 Enterprise Stewardship programs leading and coordinating hundreds of Directors and Managers across more than 20 business units

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### Areas of Expertise

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Vision, Strategy, & Planning	Enterprise Data Strategy
Analytics and Data Engineering	Information Governance and Management
Security, Privacy, Compliance	Technology Development and Automation
Data Quality Management	Enterprise Data Architecture
Budget Planning, Development & Management	Policy Development & Enforcement

## Experience

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### President

TEG Home Buyers

2019-Present

REAL ESTATE CONSTRUCTION AND INVESTMENT FIRM FOCUSED ON THE PURCHASE, SALE, RENTAL, AND RENOVATION OF SMALL TO MEDIUM RESIDENTIAL PROPERTIES.

#### Responsibilities:

- Marketing and Sales:
  - developed direct mail, online, text, and email campaigns reaching over 10,000 individuals per quarter.
  - Built and configured sales tracking and management systems (on and off line)
  - Developed web and data systems for integrated Customer Relationship Management (CRM)
  - Responsible for negotiations with prospective sellers, buyers, renters, lenders, and other investors
- Operations:
  - Developed project and budget tracking systems
  - Responsible for Managing P&L's at both the Corporate and Project Level
  - Responsible for interfacing with banks, lenders, contractors, state and city officials
  - Accountable for all design, implementation, quality control, inspections, and engineering approvals

#### Accomplishments:

- Initiated and oversaw the successful acquisition, renovation, and resale of more than a dozen residential projects with an average budget of \$200K per project.

### Chief of Data Governance

Humana, Louisville, KY

2014-2019

\$48.5 BILLION HEALTH AND WELL-BEING COMPANY FOCUSED ON HELPING PEOPLE ACHIEVE THEIR BEST HEALTH THROUGH CLINICAL AND CONSUMER INSIGHTS IMPROVING OUTREACH AND WELLNESS WHILE REDUCING COSTS.

#### Responsibilities:

- Provide leadership, vision, and oversight for Enterprise Data Governance and Data Strategy teams
- Syndicate innovative uses for data with business leaders, promote solutions that optimize value
- Promote data as an Enterprise Asset
- Promote Advanced Analytics, Cloud Enablement and Data Quality through automation and integration

#### Accomplishments:

- Designed & implemented the first Enterprise Data Governance program, including the Enterprise Data Strategy
  - Developed Corporate Data Strategy with buy-in and support from executive leadership and Board of Directors
  - Chartered and Chaired Records Management Steering Committee driving Defensible Deletion and Retention resulting in \$5MM ROI (YoY)
  - Chartered and Chaired Enterprise Data Governance Council (34 VP's from all segments of the business)
  - Chartered and chaired the sensitive data sharing council aligning data governance, data security, data privacy, legal, and compliance improving efficiency of sharing sensitive data by a factor of more than 6X
  - Aligned more than 200 Directors, Managers, and Individual Contributors to form an Enterprise-Wide network of accountable Business Information Stewards (data stewards) to drive development, adoption, and maintenance Enterprise Data Map and Information Architectures (i.e. Ontologies (Canonicals), Glossaries, Taxonomies, etc....)
  - Designed and delivered technical capabilities for integration and automation of Sensitive Data Management (PHI, PII, PCI, IP, etc...), Data Quality, Data Marketplace, Cataloging, Ontologies, and Taxonomies
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# John A. Eisenhauer (770) 710-1421 (US) • johneisenhauer@ymail.com

Health IT | Life Sciences | Information and Data Governance | Corporate Data Strategy | Enterprise Information Management

## Sr. Director of Data Governance

McKesson, Alpharetta, GA

2009-2014

\$120 BILLION SERVICES COMPANY PROVIDING HEALTH IT SERVICES AND PHARMACEUTICAL DISTRIBUTION SERVICES.

### Responsibilities:

- Provide leadership, vision, and oversight for Enterprise Data Governance Program
- Establish, Charter, and Chair Data Governance and Stewardship Council(s)
- Maintain 3-yr rolling strategic plans for all areas of Enterprise Data Governance program
- Accountable for \$10MM Operating Budget
- Accountable for \$10-20MM Capital Budget

### Accomplishments:

- Delivered comprehensive Customer Inventory with \$3MM ROI
- Designed and implemented spend analysis program addressing \$500MM+ with \$8MM+ ROI
- Developed first Enterprise Data Governance Program
- Delivered McKesson's first Corporate Information Strategy
- Implemented highly sought Enterprise Product Catalog used to drive product rationalization, realignment, and product strategies

## Sr. Manager, Business Intelligence, Reporting, and Data Architecture

Stiefel, a GSK Company, Duluth, GA

2006-2010

\$1.5 BILLION PUBLICLY TRADED PHARMACEUTICAL MANUFACTURER OWNED AND OPERATED BY GSK.

### Responsibilities:

- Global Enterprise Data Management program
- Global Business Intelligence and Enterprise Reporting (SAP, Microsoft, Hyperion, Oracle)
- Global Database Administration
- Manage SAP Basis, EDI(XI) and ABAP development teams
- Manage teams responsible for custom application development
- Build and Manage Enterprise Architecture program

### Accomplishments:

- Developed Global Business Intelligence and Data Governance Strategy
- Chaired Business Intelligence Governance Committee
- Promoted Enterprise Data Management as a IT core competency
- Designed Enterprise Data Management organizational model aligned with business operating model
- Through automation and integration of data management processes, reduced workload by 40%

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## IT Director, Principal

Dataloom Solutions, Deerfield Beach, FL

2003-2007

DATALOOM WAS THE DEVELOPER OF A UNIQUE FIRST-OF-ITS-KIND PRE-BUILT END-TO-END BUSINESS INTELLIGENCE PLATFORM FOR THREE INDUSTRY VERTICALS: MANAGED CARE, HOSPITALS & CLINICS, AND PHARMACY.

### Responsibilities:

- Design, direct, and lead development of all products and services
- Oversee network operations, ASP hosting, security, QA, customer support, reporting and integration
- Accountable for client engagements, implementations, support and compliance

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- Oversee development all materials and processes used in sales and marketing
- Develop programs for meeting HIPAA compliance
- Manage relationship with external vendors, data centers, and hosting partners

## Accomplishments:

- Architected, designed, and directed the development of all products and services
  - Improved customer satisfaction from 60% to 100% in first 2 years
  - Decrease implementation cycle time by 33% in 3 years
  - Managed hosting programs with 98% up time
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## **Sr. Data Systems Architect, Consultant**

Net Management Services Ft. Lauderdale, FL

2001-2003

VARIOUS CLIENTS AND ENGAGEMENTS

## Responsibilities:

- Design and Implement systems and services for billing systems, MD5 data encryption, data archiving and audit
  - Manage development & implementation engagements to support Fair Credit Reporting Act (FCRA) requirements
  - Develop real-time reporting solutions for marketing trend analysis
  - Design, develop, and manage data marts, reporting solutions, and enterprise data warehouses
  - Developed, designed, and managed ETL processes, programs, tools, and services
  - Administered corporate database management platforms
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## **IT Director**

Strategyn, Lantana, FL

1998-2001

A STRATEGIC PLANNING CONSULTING FIRM WHICH DEVELOPED INNOVATION MANAGEMENT SOFTWARE (JOB TO BE DONE)  
ENCAPSULATING OUTCOME-BASED LOGIC (LATER RENAMED TO JOB-TO-BE-DONE)

## Responsibilities:

- Architected and direct development of all products and services
  - Manage vendor relationships related to technology and technology services
  - Market analysis, ad-hoc reporting, and associated capabilities
  - Conduct focus groups to develop product portfolios for fortune 500 companies (J&J, Cordis, HP, etc...)
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## **IT Consultant**

Various, Florida

1995-1998

VARIOUS CLIENTS AND ENGAGEMENTS

## Responsibilities:

- Design business continuity and disaster recovery plans
  - Developed database applications using Visual FoxPro, SQL Server, dbase, clipper, etc...
  - Delivered KPI's for comparison of team performance against theoretical perfect targets
  - Develop Quarterly Data Report
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## Nuclear Engineering Technician, Contractor

Nuclear Energy Services, Braintree, MA

1993-1995

NEW PROVIDES ENGINEERING SUPPORT SERVICES FOR NUCLEAR POWER FACILITIES THROUGHOUT AMERICA

### Responsibilities:

- Assigned to Connecticut Yankee Atomic Power Company and Millstone Nuclear Power Plant
  - Coordinated vendors, engineers, operations managers to compile, consolidate & manage information and reporting for three nuclear power facilities
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## Nuclear Reactor Operator

United States Navy, Groton, CT

1987-1993

### Responsibilities:

- Qualified Nuclear Reactor Operator on board USS Albuquerque (SSN 706)
  - Recognized Submarine Group Commander and my Commanding Officer for superior performance as a Reactor Operator during Operational Reactor Safeguards Exams
  - Recognized by Commanding Officer for superior achievement in Systems and Submarine qualifications for having the fastest qualification time and one of the highest board qualification scores in the history of the submarine.
- Qualified Nuclear Quality Control Inspector