

John Norris

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The Internet. Oregon, USA

Medical Informaticist /Business Analyst using new media. Effective in community, management, process, technology, people, creativity, value.

Technical

Introduced and developed the SharePoint platform as an intranet portal as Project Manager for the CIO of Oregon Department of Transportation. (Begun as a SaaS with SharePoint 2010 beta program)

Designed and created multiple SharePoint sites, with business focus groups, for information, engagement, and collaboration.

Managed and maintained CRM applications as Manager of Support Technologies, including developing and overseeing policies and processes for their use.

Technical lead for computer tech support organization. Liaison to engineering department. Achieved excellent customer relation marks.

Created and oversaw email processes which handled over 900 messages a day, including business workflow, auto-answers, metric reporting, between multiple offices and overseas.

Developed highly successful Inter/intranet support websites and knowledge bases for over 300 products.

Consulted as usability expert, worked closely with corporate web developers and their management.

Application Manager, Business Analyst, for Inter/intranet, email applications, chat, CRM, phones, knowledge bases, performance matrices, reporting, Enterprise Resource Planning.

Experienced with various Microsoft Office, publishing, graphic applications, and online tools. Blogging for over 10 years.

Communication

Conducted training individually, with groups, and tele-learning. Directed training for customer relations tools, oversaw trainers. Trained and mentored in customer facing skills, including difficult situations. Created training materials, handouts, web pages, slide presentations, and screen videos.

Worked with issues of change management, transitioning business and people from one tool/process to another.

Liaison to external companies including remote hosting, national/international outsourcers, and application vendors.

Developed policies, procedures and governance for collaborative environments, as well as communication, knowledge bases, and CRM.

Worked with ODOT CIO and Communication department for social media initiatives, site branding, and usability.

Managed groups up to 15 people, including database programmer, administrative assistants, and customer support representatives. Performed hiring and exit interviews, issued promotions, performance reviews, dealt with confidential Human Resource issues. Experienced working within salary, budget, and performance matrices.

Healthcare 2.0

Research includes: asynchronous patient/provider communication, identifying experts in online healthcare communities, personal health records, detailing sophisticated patient/provider communication tools, and the true cost of lost or stolen personal health information to a HIPAA covered organization.

Developed, constructed, and maintained a virtual world healthcare support group 'portal', helping organize ~80 support groups with outreach. adding metric reporting, calendar, taxonomy, guest feedback, privacy, and an evidence based collection of groups Certified online Peer Support Specialist in Second Life.

Created “365+ Tweets for Healthcare Orgs” blog post /tweets and “@mayoclinic has good info, why should I listen to you?” on slideshare. Applying findings in a local community Twitter feed since 2009.

Authored “The Growth and Direction of Healthcare Support Groups in Virtual Worlds” peer reviewed article in the online Journal of Virtual World's Research.

Volunteer pre-, elementary, and middle schools. Scouts, Good Samaritan Health Services.

Work History

Oregon Department of Transportation, Project Manager, Web Technician

Sonic Blue, Manager of Support Technologies

S3, Customer Support Manager

Diamond Multimedia, Product Team Lead

Education

Biomedical Informatics Certificate. Graduate program. Oregon Health and Sciences University.

Medical Terminology and Bodily Systems Certificate. Linn Benton Community College.

Masters of Fine Art, Utah State University. (Emphasis: Containers of Information)

Bachelor of Art, Philosophy. University of California. (Emphasis: Analytical-ordinary)

More

 john-norris.net (http://john-norris.net)

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