

Shaun Turcott

Technology Director

269-719-5705 | shaunturcott@gmail.com

Profile

Accomplished IT leader with 16+ years of experience driving innovation, streamlining operations, and delivering technology solutions that align with strategic business goals. Proven ability to **design and execute IT strategies** that boost performance, cut costs, and strengthen security. Recognized for **building and mentoring high-performing teams**, fostering cross-functional collaboration, and leading organizations through continuous growth and digital transformation. Skilled in **managing multi-million-dollar budgets**, delivering complex, enterprise-scale projects, and navigating rapid technological change in competitive markets.

Healthcare Expertise

EHR Systems

- Epic
- Cerner
- Meditech
- Allscripts

Experience

Founder & CEO – TakeCare Health (April 2024 – Current)

Created and launched *TakeCare Health*, an AI-powered health tracking app designed to help users with chronic conditions identify symptom triggers and improve their quality of life through personalized data insights.

- Conceived, designed, and developed a full-featured mobile application integrating AI-driven correlation analysis, enabling users to uncover hidden links between meals, sleep, activity, and symptom severity.
- Managed full product lifecycle, from market research, feature specification, and prototyping to testing, deployment, and ongoing user feedback integration.
- Built core analytics engine capable of multi-variable statistical pattern recognition from health data, producing actionable, user-specific health insights.
- Implemented instant meal analysis with real-time nutrition scoring, allergy/medication interaction detection, and healthier alternative suggestions.
- Developed integrations with Apple Health and Google Health Connect for automated sleep, activity, and workout data syncing.
- Led UI/UX design for a clean, intuitive interface with interactive charts, graphs, and correlation dashboards.

Security & Compliance

- HIPAA
- HITECH
- GDPR
- HITRUST
- SOC 2
- ISO 27001

Healthcare Data Standards

- 835/837/270/271
- HL7
- ICD-10
- CPT coding
- CCD/C-CDA
- X12

Technical Skills

Cloud computing

- AWS
- Azure
- Google Cloud
- Citrix Virtual Apps & Desktops

Enterprise Networking

- Aruba
- Cisco
- Palo Alto Networks
- VPN Technology (Cisco Anyconnect, GlobalProtect)

Telephony

- Genesys Telephony
- Cisco VOIP
- Five9
- RingCentral

Director Of IT Enablement – R1 RCM (2007 – April 2024)

Provided strategic leadership in delivering innovative technology solutions for healthcare clients, aligning IT initiatives with business objectives. Partnered with hospital executives to identify needs, translate requirements into actionable project plans, and oversee full-cycle development and implementation. Managed cross-functional teams, drove operational efficiency, and ensured compliance with healthcare regulations and security standards.

- Partnered with hospital clients to translate business requirements into clear project scopes, timelines, and resource plans.
- Acted as the primary liaison between client leadership and internal IT teams, ensuring transparent communication and on-time delivery.
- Developed an onboarding application that streamlined new-hire processes, cut service desk calls by 50%, and gave managers real-time progress tracking.
- Designed a Change Control application to improve outage and maintenance notifications, enhancing client trust and minimizing disruption.
- Built a customer portal to centralize project tracking, task management, and status updates, boosting client engagement and satisfaction.
- Directed technology build-outs for new offices in Southfield, Chicago, and Salt Lake City, including networks, telephony systems, servers, and infrastructure deployment.

Senior Lead – Computer Sciences Corporation (2004 – 2007)

Led high-performing service desk operations for Borgess Hospital, achieving #1 nationwide rankings in response time, resolution time, and customer satisfaction. Streamlined support workflows, improved incident

Project Management Software

- Microsoft Project
- Teamwork
- Jira
- Monday.com
- Asana

Collaboration and Communication Tools

- Microsoft Teams
- Slack
- Zoom
- Teamwork
- Jira
- Asana
- Monday.com

Cybersecurity Tools & Identity Management

- CrowdStrike
- McAfee
- Okta
- Azure
- Active Directory

Data Analytics and Business Intelligence Tools

- Power BI
- Microsoft Dynamics

Certifications

- Microsoft Certified Professional
- Genesys Telephony Certified Engineer
- CompTIA A+ Certification

management, and delivered exceptional IT support to ensure minimal disruption to patient care.

- Oversaw daily operations of the hospital service desk, managing and mentoring staff to meet rigorous performance targets.
- Implemented process improvements that increased first-call resolution rates and reduced escalations.
- Collaborated with hospital leadership to align IT support initiatives with clinical needs and operational priorities.

Healthcare Industry Knowledge

Deep understanding of healthcare-specific technologies such as Electronic Health Records (EHR), Health Information Exchanges (HIE), Electronic Interchange Data files (835, 837, etc.), and telemedicine solutions.

- Familiarity with clinical workflows and how technology can enhance care delivery and operational efficiency.
- In-depth knowledge of healthcare regulations like HIPAA, HITECH, and GDPR, ensuring that all technological solutions meet these standards.
- Experience managing compliance audits like HITRUST and SOX and implementing security best practices to protect sensitive patient data.
- Firm grasp of cybersecurity protocols, risk management, and threat mitigation in healthcare to safeguard patient information.

Education

Kalamazoo Valley Community College – Coursework in Information Technology (2007)

