

Jeff Frey

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Over 20 years of leadership experience in global businesses; driving innovation in healthcare, nonprofit, education, oil, nuclear and clean energy sectors. Thought leader and visionary. Problem-solution matchmaker. Strong technology-based venture acumen.

Known for unquestionable integrity, high impact strategic planning, and use of cross-industry insights complemented by exceptional communication skills to guide entrepreneurs and grow organizations to meet their strategic needs through new idea cultivation.

Combines enterprise knowledge with research and development to deliver confident and timely solutions through management of finances, policies, stakeholders, personnel, procurement, processes, technologies, timelines and projects.

Professional Experience

UNIVERSITY OF TEXAS MD ANDERSON CANCER CENTER **2012 – Present**
Both academic institution, cancer treatment and research center, MD Anderson has ranked No. 1 in cancer care in the "Best Hospitals" survey by U.S. News & World Report 11 of the last 13 years, provides care for over 130,000 patients a year and employs more than 22,000 people.

Director of Innovation Communities **January 2016 - Present**
Manages the intake and analysis of new opportunities and solutions to problems through the Innovation and Strategy Division, reporting to the Chief Innovation Officer. Focused on creating a culture of innovation by building relationships with internal stakeholders, exploring opportunities with likeminded organizations, designing experiences and idea generating activities, and researching markets and trends.

- Builds relationships locally, within the Texas Medical Center, Houston, Texas, nationally, and globally in order to develop an ecosystem around idea development.
- Fosters collaboration, entrepreneurship, and connections with ventures, centers, accelerators, and competitions resulting in the creation of products, services, or businesses.
- Utilizes rapid iterations, agile prototyping, and business development to ultimately create tangible business plans, value propositions and commercialization strategies for solutions.
- Leads a team of highly productive and extremely inquisitive innovation professionals who are adept at failing fast or pushing boundaries to find and develop solutions.

Director of Digital Experience **October 2014 - December 2015**
Envisioned and created a new role/department, reporting to the Chief Information Officer, responsible for the technology face of MD Anderson delivered to all of the multiple audiences (employees, patients, volunteers, donors, clinicians, etc.). Technology strategies/interfaces include mobile apps, wearable devices, web interfaces, desktop screens; any and all experiences delivered in a digital format.

- Selected as one of the Top 12 Innovators in Houston Healthcare for 2014 by PULSE magazine, the news source of the Texas Medical Center.
- Initiated strategy changes that led to projects such as a redesign of the external website, redevelopment of the EHR patient portal and rollout of new enterprise mobile devices.
- Built a culture of innovation at MD Anderson around "experience design" by partnering internal departments with an array of startup companies focused on user technologies.
- Accelerated timeliness of significant tech advancements by building cross functional – virtual teams, introducing agile lifecycle management and innovation stream concepts.

Director of Internet Services**August 2012 - September 2014**

Work with senior leadership in planning, developing, implementing and maintaining the institutional internet, intranet, mobile, patient/user experience and cloud strategies. Responsible for overall administration, direction, and management of the Internet Services Department staff of 50 people, main products (myMDAnderson, SharePoint, CMS, etc), end-to-end technologies used (including network, servers, applications, mobile devices, etc.), client relations and project tracking / completion.

- Significantly reduced onsite storage and support costs while increasing customer satisfaction by migrating 10,000 employee's file storage and sharing to the box.com cloud.
- Implemented first official mobile sites and applications, including extranet in support of donor relations and mobile giving resulting in over \$2.5mm in donations in the first year.
- Responsible for the patient and physician interfaces to the Oncology Expert Advisor, an adaptation of IBM's Watson; featured in periodicals like WIRED and Forbes Magazine.
- Reduced support costs through consolidation and upgrades to modern technologies (ex. SharePoint 2013, Adobe Web Content Management, Microsoft .NET, Epic EHR)

WILLIAM MARSH RICE UNIVERSITY**2004 – 2012**

A private research institution ranked 17th in the US, built in 1912, and located on a 300-acre campus in Houston, Texas with over 6,000 active students and a \$4.5B endowment.

Assistant Director of IT Solutions Department

Directly responsible for 15 staff members and 10+ vendors/students with authority to build teams from 90 other IT employees. Oversee IT customer liaison group operations and complete custom technology solutions (datacenter, networking, servers, desktops, development, storage, help services) for external clients, high profile campus wide projects, and strategy roadmaps in support of 12,000 Rice employees.

- Recognized for using technology and IT department as an asset to carry out business growth; successful technology strategy plan and agenda in place 5 years in the future.
- Rewarded for unique motivation efforts, employee respect and empathy; staff members consistently outperform other teams, resulting in higher customer service ratings.
- Conceptualized, pitched, and receive continual funding for entrepreneurial "Innovation Engine" to stay abreast of new technologies in IT and R&D for use in business solutions.
- Engaged in fundraising activities including external grant writing and venture capital presentations, and internal project reports/justifications to Board, CEOs, VPs, and Deans.

Manager, Web Services, Enterprise Applications

Created department to chargeback \$2MM annual salary costs plus project budgets. Acted as "face" of IT, responsible for 400+ global customer relationships, a portfolio of 90 active projects, and maintenance of 500+ systems. Balanced analytical approach to solving client problems through business analysis, information architecture, and user interface design with leadership, mentoring, and training staff.

- Created an interactive internet technology consulting agency within the university, maintaining operations, marketing, financials, billing, project and change management.
- Invested in building highly successful employees; mentoring management, training team members and hiring contract staff/vendors to ensure fiscally responsible service delivery.
- Identified opportunities for new measures of IT security for enterprise data warehouse, ensuring protection of health, ecommerce, credit, personal, and research findings.
- Cultivated existing relationships and pursued new customers for desktops, datacenter, servers, virtualization, networking, applications, databases, storage, and backup solutions.

McDERMOTT INTERNATIONAL, INC.

1995 to 2004

McDermott is an engineering and construction company, with a focus on the oil, nuclear energy, and power industries. Dubai, UAE; Singapore; New Orleans, Louisiana; Barberton, Ohio; and the Houston, Texas headquarter offices all occupied for a time throughout career.

International Application Development and Maintenance Manager

Oversight of 60+ information technology professionals dispersed globally, supporting 10+ countries, to provide solutions to energy manufacturers with 15,000+ employees. Worked with stakeholders to define business requirements, researched technologies, proposed solutions, and managed project work/staffing.

- Provided continual improvement solutions across diverse energy manufacturing: steam generators, fuel cells, nuclear propulsion units, and oil drilling/refining.
- Successfully navigated staffing reduction in multi-armed organization including BWXT, J.Ray McDermott, Babcock & Wilcox in 15+ globally located office sites.
- Increased department resource efficiency by instituting project management, time tracking system, source control, deployment methodologies, and quality assurance/testing tools.
- Standardized application technology platform, which eventually decreased development and maintenance efforts and achieved a 25% reduction in workforce.

Enterprise Web Applications Development and Maintenance Manager

Responsible for transitioning client/server and mainframe applications to intranet technologies via in-house written applications, software purchases, and/or vendor relationship management.

- Led corporation employees and systems through Sarbanes–Oxley Act Compliance project and Y2K remediation across all internet / intranet applications.
- Provided the company with competitive advantage by creating a large network of vendor partners and participating in early adoption programs and case studies.

Web Applications Development Supervisor

Administration of teams to architect and maintain all public internet sites and internal applications for \$3B manufacturing company, including financials and enterprise resource planning software.

- Designed C-level dashboard through system integrations reducing vendor costs by 18%.

Education

- **Doctor of Management, Healthcare Innovation Focus, Expected Graduation 2018**
CASE WESTERN RESERVE UNIVERSITY – Cleveland, Ohio
Weatherhead School of Management Nonprofit Fellow
- **Master of Business Administration, Executive Program, 2010**
RICE UNIVERSITY JONES GRADUATE SCHOOL OF BUSINESS - Houston, Texas
2008 Whitaker Employee Rice Scholarship Award Winner and 2010 Jones Citizen Award
- **Master of Science in Computer Science, 1997**
Bachelor of Arts in Computer Science, Magna Cum Laude
Associate of Science, Mathematics
KENT STATE UNIVERSITY - Kent, Ohio
Masters Thesis: Human Genome Project Algorithms to Discover The Music Genome
First Student Ever Accepted into CS Accelerated Bachelor's/Master's Degree Program

Additional Experience

INNOVATION

- MD Anderson representative to the Texas Medical Center Technology Counsel and TMCx advisory board member.
- Houston Health Ventures Board Member.
- Hackathon and venture capital event coordinator for various organizations including energizinghealth.org.
- Coach for start-up companies involved in pitch competitions including SXSW 2016, TEDx 2015 and Heath 2.0 2014.
- Co-founder of #MESTUP: Medical, Energy, Space and Tech Unified People.

VARIOUS 501(c)3 ORGANIZATIONS

- Technology Advisor to Professional Circle Board of the Houston Museum of Health and Medical Sciences.
- Co-Founder of Libraries Across Africa: a non-profit believing in "empowerment through access to information."
- Advisor to Rice Alliance and Rice Office of Technology Transfer for new product development and commercialization of faculty and student technology ideas.
- Active member / speaker of NetSquared: connecting IT resources to nonprofits, StartUp Weekend Houston, and TedX.

TEACHING

- Current guest lecturer for Healthcare Track of MBA Degree at Rice University Jones Graduate School of Business.
- Taught two undergraduate college courses at Rice University on wellbeing
- Former Computer Science instructor at Kent State University.

Selected Publications

- "From Patient Portals to Digital Healthcare Experience" eMed - <http://bit.ly/1BCTIGy>
- "Using the Talent and Resources of a Medical Center to Innovate from Within" partnered with Mayo Clinic and Henry Ford Health System Innovations representatives to open invitation only Health 2.0 conference on innovation - <http://bit.ly/1IMg46G>
- "#MESTUP" for the MEST Conference - <http://mestconference.com>
- "Box for Healthcare & Life Sciences" at BoxWorks - <http://www.boxworks2014.com>

CONSULTING & ENTREPRENEURISM

- United Way Management Assistance Program Consultant for nonprofit technology planning.
- 5 Year Strategic Plan developed for Houston's Hermann Park Conservancy.
- Co-founder of Wellevations, LLC.

PUBLIC SPEAKING

- Co-chair for Institute for Health Technology Transformation's (iHT2) 2015 Health IT Summit Houston.
- Panel participant and advisory board member for GoMobile 2015
- Silicon Valley's Health 2.0 2014 opening session on innovation inside a large healthcare institution.
- Keynote speaker at "Synergy," speech about new internet technologies.
- Co-Presenter at "Houston Forrester Research Community Event."
- Hold quarterly United Way workshops on internet fundraising, social media, and mobile marketing for non-profits.
- Speaker, host, and board member for IT conferences at Rice, HCC, Educause (global), Higher Ed Hero (online), and Campus Technology (Boston).

BUSINESS GENOME PROJECT

- Original data architect and system designer for Business Genome Project.
- Strategic Consultant at General Motors OnStar, LLC. for data mining and usage.
- Evidence based decision analysis and financial data model consultant at Boston Market Corporation.