MILEN KOSCO

Director of Information Systems (DIS)

milen.kosco@gmail.com
(310) 204-0783
230 E Franklin St, Chapel Hill, NC 27514

LINKS

linkedin.com/in/milenkosco

SKILLS

Systems Analysis

Systems Design

Project Management

Business Analysis

Requirements Gathering

Process Improvement

LANGUAGES

English

Portuguese

HOBBIES

Organizing and managing information

Designing and implementing computer systems

Maintaining and upgrading computer systems

EMPLOYMENT HISTORY

Director of Information Systems (DIS) at WakeMed Health & Hospitals, NC

May 2022 - Present

- Led a team of 12 in the development and implementation of an enterprise-wide CRM system, resulting in increased sales by 25%.
- Project managed the installation of a new ERP system for a manufacturing company with 1000 employees, on time and within budget.
- Developed and implemented Information Security policies and procedures which reduced security incidents by 50%.
- Led the migration of all email services to Microsoft Exchange Online, improving service levels and reducing costs by 30%.
- Managed the deployment of 100+ new desktop computers across 5 locations, ensuring zero downtime for users.
- Implemented wireless networking at 3 company locations, providing coverage for 98% of employees.

Senior Director of Information Systems (SDIS) at Atrium Health, NC

Aug 2019 - Apr 2022

- Led a team of 12 in the implementation of a new enterprise resource planning system that resulted in cost savings of $2 million annually.
- Coordinated the development and rollout of a new customer relationship management system that increased sales by 10%.
- Managed the budget for information systems, resulting in an overall reduction in costs of 5%.
- Successfully implemented a data warehouse solution that improved decision making across the organization by providing timely and accurate information to all departments.

Associate Director of Information Systems (ADIS) at Novant Health, NC

Sep 2015 - Jul 2019

- Led a team of 15 in the development and implementation of a new enterprise resource planning (ERP) system that increased efficiency by 30%.
- Managed an information systems budget of $5 million, resulting in a 10% decrease in costs year over year.
- Developed and implemented a data governance framework that improved data accuracy by 25%.
- Created and oversaw the execution of an information security plan that reduced vulnerabilities by 50%.
- Led the transition to cloud-based solutions for email, file storage, and other applications; resulted in annual savings of $250,000.
- Implemented mobile device management solution that decreased support calls related to lost or stolen devices by 75%.