

Derrick Dawson

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EDUCATION

Master of Science in Healthcare Management and Informatics

Kennesaw State University • GPA: 4.0

Aug 2025 - May 2027

Relevant Coursework: Data Analytics via SAS, Healthcare Processes and Workflows, Management and Application of Electronic Health Records, Data Mining and Visualization in Healthcare, Healthcare Information Systems Development, Database Systems in Healthcare, Governance, Risk Management and Compliance in Healthcare

Bachelor of Science - BS in Integrated Health Science

Kennesaw State University—Wellstar College of Health and Human Services • GPA: 3.56

Jan 2023 - May 2026

Double minor in Data Science and Analytics, Financial Technologies (FinTech)

Strategic healthcare technology leader with 10+ years guiding digital transformation for hospitals, payers, and health tech firms. Expert in EHR integrations, telehealth, revenue cycle improvements, and compliance (HIPAA, HITECH, GDPR). Pursuing Georgia's only Master of Science in Healthcare Management & Informatics.

WORK EXPERIENCE

Life Time Inc.

Jan 2025 - Present

Operations & Systems Manager – Swim League Programs • Part-time

- Developed and executed process improvement initiatives that enhanced operational efficiency, resulting in streamlined workflows across departments.
- Organized and executed swim meets across multiple locations, streamlining logistics and communication, which increased participant satisfaction by 72% within the first year.
- Conducted on-site visits to strengthen project execution, leading to enhanced client satisfaction and a 40% reduction in escalated issues within the first year.
- Implemented structured project planning processes that streamlined customer engagements, resulting in a significant reduction in missed deadlines and improved project outcomes.
- Implemented optimization strategies that streamlined project management processes, significantly improving team efficiency and reducing escalated issues by 25% within 3 months.
- Enhanced issue resolution processes by fostering collaboration among teams, resulting in a significant decrease in escalated issues and improved project outcomes.

Bluefin Payment Systems

May 2019 - May 2021

Relationship Manager

- Developed and implemented client engagement initiatives that boosted retention rates by 35%, enhancing overall satisfaction and loyalty.
- Implemented strategic project management processes that optimized software architecture, resulting in a 76% increase in compliance with industry practices and improved client satisfaction within the first year.
- Developed impactful case studies with major clients, including Children's Healthcare of Atlanta, improving project strategies and client satisfaction within 12 months.
- Secured \$4.1 million in new healthcare business and onboarded over 750 clients within 12 months by collaborating with partnership teams to enhance service offerings.
- Fostered collaboration between cross-functional teams and clients, leading to a significant improvement in project delivery timelines and overall client satisfaction.
- Implemented structured project planning processes that improved client engagement, resulting in a 30% increase in on-time project completions within 6 months.

American Express
Global Commercial Services Director

Sep 2016 - May 2019

- Managed global healthcare-related commercial accounts, overseeing budgeting, compliance, and strategic operations. Led an international team, developing scalable commercial strategies with healthcare clients in mind.
- Spearheaded strategic initiatives that improved project delivery timelines by 40% within 12 months, aligning cross-functional teams with C-level client objectives and enhancing overall satisfaction.
- Implemented strategic project management processes that reduced missed deadlines by 75% within 6 months, fostering collaboration and enhancing overall project outcomes.
- Developed tailored project plans that ensured 100% of customers met their implementation deadlines within 6 months, enhancing overall project success rates.

Commercial Services Manager

Greater Atlanta Area

- Scaled a team from 8 to 72 members, securing \$10–20 million in monthly funding for accounts within 12 months by implementing strategic hiring and training initiatives.
- Directed operational teams delivering secure, compliant services for healthcare-related corporate accounts.
- Implemented process improvement strategies that streamlined project workflows, resulting in a 30% reduction in missed deadlines and improved project outcomes within the first year.

Inside Sales Representative

Atlanta, Georgia, United States

- Provided healthcare clients with tailored payment and financial solutions, improving provider cash flow and patient billing experience.
- Launched healthcare account management initiatives, leveraging SAS and R for data analysis, which improved project delivery timelines by 30% within the first year.

Priority Payment Systems
Account Executive

Apr 2016 - Oct 2016

- Created and executed customer-specific implementation plans, achieving a 30% increase in on-time project completions within the first 6 months.
- Developed comprehensive communication plans that improved project updates and stakeholder engagement, achieving a 25% reduction in escalated issues within 3 months.
- Spearheaded new business development initiatives that secured 4 major contracts for custom software solutions, enhancing client satisfaction and revenue growth within 12 months.

U.S. Coast Guard
Marine Science Technician

Oct 2008 - Apr 2016
United States

- Led emergency response operations for the Deepwater Horizon oil spill, enhancing team coordination and safety protocols, resulting in improved operational readiness within 2 months.
- Developed and executed process improvement strategies that significantly decreased costs, resulting in streamlined operations and better resource management.

SKILLS

Business Relationship Management, Consulting, Customer Relationship Management (CRM), Enterprise, Forward planning and strategic thinking, Healthcare industry, Implementation, Organizational Structure, Presentation skills, Resolving issues, Revenue Cycle Management, Sales Management, Software Configuration Management, Strategic direction, Strategic initiatives, Strategic Planning, Team Building, Team Management

Project Manager