

Shanon Schneider

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Professional Summary

Strategic and product-minded technology leader with over 20 years of experience building internal tools, automating workflows, and driving innovation across healthcare, fintech, and mission-aligned organizations. Adept at translating complex business needs into scalable, user-centered solutions. Proven success in cross-functional team leadership, agile product development, and full lifecycle implementation—from discovery to delivery. Passionate about building tools that matter and aligning innovation with impact.

Core Skills

Product Strategy & Requirements Roadmapping	Agile / Scrum / Cross-functional Leadership
Internal Tools & Workflow Automation	Stakeholder Engagement & Problem Solving
User-Centered Design and UX Testing	System Integration & Product Evaluation
Healthcare IT (EMR/EHR Systems)	Data-Driven Decision Making
Technical Writing & QA Collaboration	Faith-Based Ethical Leadership

Professional Experience

Chief Information Officer | Greeley County Health Services – Tribune, KS | 2009–2025

- Directed IT strategy and operations across critical access hospitals, clinics, and long-term care facilities.
- Built and deployed internal tools including a Learning Management System, IT Support Desk platform, internal websites, and an employee review portal.
- Led enterprise projects including EMR data migration, server virtualization, collaboration tools, and network-wide system upgrades.
- Oversaw compliance (HIPAA Security Officer), cybersecurity, infrastructure, and vendor management while aligning IT with mission-driven healthcare outcomes.
- Played a key role in securing and executing federal HIT grant initiatives.

President and Founder | Hicktek – Tribune, KS | 2014–2024

- Delivered product-focused consulting for healthcare, education, government, and SMB clients; designing lightweight tools and systems that met high-impact needs within resource-constrained environments.
- Designed and implemented infrastructure, automation, and EHR rollouts tailored to small teams with limited resources.
- Built long-term technology partnerships that empowered rural communities with sustainable innovation.

Regional Manager | Offsite Image Management – Remote | Feb 2021 – Mar 2022

- Managed regional sales and client relationships for healthcare imaging solutions provider.
- Generated new business opportunities while maintaining support for existing hospital and clinic clients.
- Acted as liaison between technical teams and clients to ensure satisfaction and long-term retention.
- Contributed to revenue growth and territory expansion by cultivating trust-based partnerships.

IT Director | Western Kansas Frontier IT Network – Tribune, KS | 2011–2015

- Provided strategic technology leadership for a multi-county healthcare IT consortium.
- Developed in-house tools and systems to increase collaboration and reduce tech overhead.
- Delivered training, guidance, and support to partner organizations.

Chief Technology Officer | Southwind Health Resources – Tribune, KS | 2009–2011

- Oversaw implementation and support of HIT systems across a regional health system.
- Conducted large-scale EHR data conversion projects, ensuring accuracy and continuity.
- Supported all enterprise applications from user endpoints to backend infrastructure.

Senior Test Lead | JPMorgan Chase – New York, NY | 2008–2009

- Led QA automation for eCommerce platforms; reduced manual QA workload by 67%.
- Directed dispersed testing teams and improved release quality across fintech applications.

QA Lead | Washington Mutual – Seattle, WA | 2003–2008

- Transformed business requirements into functional specifications for online banking products.
- Collaborated with UX, development, and product stakeholders to launch top-rated financial platforms.
- Improved defect detection, resource efficiency, and user alignment on high-traffic websites.
- Built high-performing global teams, eliminated high attrition rate and created the best retention rate for offshore teams in the bank, 95%.

Lead Pastor | First Baptist Church – Tribune, KS | 2013–Present

- Designed and built a suite of internal tools to automate worship media, bulletin creation, and sermon recording/distribution.
- Streamlined weekly workflows using custom-built automation integrated with cloud services.

Education

BA, English Literature | Wheaton College, IL

Studies Abroad: Oxford University and Trinity College

Publications

“Young Learner’s Reactions to Problem Solving...” – Journal of Computing in Childhood Education (1992)
Empower® Users’ Manual – Washington Mutual Loan Origination System

Certifications & Awards

- GCHS ranked Top 100 Critical Access Hospitals (2016)
- WaMu.com ranked #1 (Gomez) and A+ by Bank Monitor
- InfoWeek #5 Technology Innovation Department Award
- Certified Software Tester (CSTE) & Certified Software Quality Engineer (CSQE)

Volunteer Roles

- Founder, theDoor Community Youth Program (2007–2017)
- Vice President, Greeley County Board of Education (2011–Present)
- Various leadership roles on county action and advocacy teams

Initiatives

Faith and Innovation Platform (Founder):

Developing an online ecosystem connecting Reformed Christian ministries, resources, and services. Applying product development best practices: user research, MVP strategy, phased rollouts, and strategic partnership building.