

# Shanon Schneider

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Location: Tribune, KS (Open to remote or hybrid roles)

## Professional Summary

Seasoned Technology Executive with 20+ years of experience leading IT strategy, digital transformation, and operational excellence across healthcare, finance, education, and nonprofit sectors. Proven ability to modernize infrastructure, implement enterprise-grade systems, and foster innovation in resource-constrained environments. Highly effective at aligning technology with mission, building cross-functional teams, and driving measurable outcomes.

## Core Competencies

Healthcare IT (HIT), EMR/EHR Systems, Infrastructure & Security, SDLC/PMLC, HIPAA Compliance, Process Optimization, Vendor Management, Strategic Planning, Technical Writing, Automation, Web Development

## 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.
- Led full-scale EHR implementation, data migration, and infrastructure modernization initiatives.
- Served as HIPAA Security Officer for a decade, establishing compliance frameworks and training protocols.
- Played a key role in securing and executing federal HIT grant initiatives.

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

- Founded and operated a rural IT consultancy supporting healthcare, education, government, and SMB clients.
- Delivered cost-effective, innovative solutions including EMR/EHR rollouts, infrastructure upgrades, and cybersecurity improvements.
- Built lasting partnerships with rural organizations, empowering them with modern technology previously out of reach.

**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 eCommerce QA and incident response for high-traffic financial platforms.
- Directed test automation projects, achieving 67% reduction in manual QA workload.
- Coordinated global testing teams under a managed services model.

#### **QA Leadership Roles** | Washington Mutual – Seattle, WA | 2003–2008

- Led test efforts on WaMu.com, resulting in triple defect detection and 40% reduction in test resource needs.
- Oversaw launch of top-rated online banking products, contributing to exponential growth.
- Built high-performing offshore teams and coordinated system-wide technology upgrades.
- Eliminated high attrition rate and created the best retention rate for offshore teams in the bank, 95%.

#### **Business Analyst** | Venturi Partners – 2003

- Authored user manuals and conducted business analysis for financial technology systems.

#### **Head Instructor** | 1994–2002

- Designed and taught EFL, English, and Business courses across Russia and the U.S.
- Developed original curricula and fostered cross-cultural communication.

### **Education**

BA, English Literature | Wheaton College, IL  
Studied at 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)
- Certified Software Tester (CSTE, lapsed)
- Certified Software Quality Engineer (CSQE, lapsed)
- WaMu.com ranked #1 (Gomez) and A+ by Bank Monitor
- InfoWeek #5 Technology Innovation Department Award

### **Volunteer & Leadership Roles**

- Lead Pastor, First Baptist Church of Tribune (2013–Present)
- 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