

MICHAEL J SNYDER

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AI Transformation & Enterprise Technology Leader with 24+ years of experience leading strategic technology programs, workflow transformation, automation, governance, and organizational change across complex, regulated enterprises. Known for identifying high-value opportunities, translating emerging technology into practical business solutions, and aligning executives and cross-functional teams around priorities, adoption, risk, and measurable outcomes. Experienced in responsible AI governance and adoption, AI-enabled workflow redesign, enterprise platform strategy, vendor and solution evaluation, executive decision support, and building scalable operating models that improve efficiency and create business value.

CORE COMPETENCIES:

- AI Strategy & Transformation
- Program & Portfolio Management
- AI Workflow Automation
- Policy & Standards Development
- AI Governance & Risk
- Cross-Functional Leadership
- AI Adoption & Change Management
- Vendor & Solution Evaluation
- Business Cases & ROI
- Executive Decision Support
- Regulatory Readiness & Compliance
- Program Execution

EMPLOYMENT HISTORY:

IT Administrator / Security Officer | Community Counseling Solutions | Heppner, OR
May 2019 – July 2026

IT and Security leader for a fast-growing \$65 million organization that expanded from 180 to 450 employees while adding roughly 50 locations. Led AI adoption, workflow transformation, enterprise systems modernization, and technology operations while partnering with Clinical, Finance, HR, Compliance, and Operations to identify high-value opportunities, align priorities, manage risk, and drive cross-functional programs from strategy through implementation, adoption, and measurable business impact.

- Established and enforced AI governance standards for a HIPAA-regulated healthcare environment, routinely reviewing and blocking unapproved AI applications that introduced privacy and security risk, including meeting tools that distributed full transcripts beyond appropriate participants. Approved Microsoft Copilot only after extensive security and compliance review of licensing, BAA protections, encryption, data handling, and changing feature sets, while rejecting other platforms that failed HIPAA, privacy, or security requirements.
- Drove enterprise AI adoption through Microsoft Copilot across Clinical, Finance, Credentialing, and executive leadership, developing practical guidance, coaching leaders on advanced use, building Copilot agents, and redesigning workflows that reduced tasks such as grant development from weeks to hours while creating capacity for higher-value work.
- Led the business case and evaluation for replacement of an unreliable EHR after recurring outages disrupted clinical operations, partnering with clinical and executive stakeholders to define requirements, evaluate alternatives, compare cost, capability, risk, and long-term value, and build cross-functional alignment around requirements, implementation priorities, and the replacement strategy.
- Designed and implemented an enterprise service management platform using osTicket with Microsoft 365 single sign-on, replacing fragmented requests across email, texts, phone calls, spreadsheets, PDFs, and informal channels. Standardized intake, workflows, and tracking across IT, Data, Business Administration, Fiscal, HR, and Maintenance, creating centralized visibility, measurable service metrics, clearer ownership, and more consistent delivery at scale.
- Redesigned and implemented the organization's telehealth model in partnership with clinical teams after identifying unreliable connection performance, increasing successful connections from roughly 72–75% to more than 99%, improving operational reliability, client experience, and continuity of care.
- Managed technology initiatives from vendor sourcing and solution evaluation through negotiation, implementation, and operational transition across software, cloud, telecommunications, infrastructure, and end-user technology. Shifted mobile service from U.S. Cellular to Verizon, coordinating vendor transition and organizational rollout while reducing monthly costs by 25%, securing 120 new smartphones and \$12,000 in

service credits, standardizing devices, and obtaining no-contract terms through State of Oregon purchasing arrangements.

- Directed enterprise technology modernization across more than 60 locations, coordinating Microsoft 365 adoption, cloud services, infrastructure upgrades, and platform standardization to create an environment that was easier to secure, support, and scale.
- Consolidated nine separate phone systems into a single cloud platform, standardizing operations and reducing annual costs by approximately \$60,000 while improving reliability, simplifying support, and creating a more scalable operating model.
- Built the technology function from a one-person operation into a six-member team spanning IT, Data Analytics, and EHR support, creating scalable support capacity as the organization more than doubled in size.
- Directed cybersecurity, privacy, and compliance as Security Officer, strengthening identity and access controls, risk assessments, policy, governance, and cyber-insurance readiness to protect sensitive healthcare data, with no known security breaches during my tenure.

Information Systems Director | Umatilla-Morrow Head Start (UMCHS) | Hermiston, OR
May 2002 – May 2019

Information Systems leader at an early childhood and family-services organization supporting 140–250 employees across 30–40 locations. Advanced from Information Systems Manager to Information Systems Director while serving on the Senior Leadership Team and leading strategic technology initiatives, enterprise application modernization, security, governance, and organizational change across a highly distributed environment.

- Served as a trusted technology advisor to the Executive Director, Operations Director, and Senior Leadership Team, helping shape technology priorities, resource and budget decisions, risk considerations, and organization-wide change initiatives.
- Established policies, risk controls, and governance practices as Security Officer and organizational lead for protection of Personally Identifiable Information, strengthening privacy, compliance, and operational consistency as the organization scaled.
- Transitioned ChildPlus from an on-premises system to ChildPlus.net, eliminating a five-user access limit and creating scalable, secure access to critical program data for staff across multiple locations.
- Migrated approximately 200 users from GroupWise to Microsoft 365, coordinating organizational adoption while modernizing email and collaboration and enabling broader cloud adoption across the organization.
- Managed technology budgets, grant-funded investments, vendor relationships, contracts, and purchasing decisions, prioritizing resources and investments against organizational needs, risk, and strategic initiatives.
- Modernized technology infrastructure across 30–40 locations through server upgrades, virtualization, expanded wireless, and replacement of DSL with fiber, improving reliability, security, and performance while creating a stronger foundation for distributed operations and cloud adoption.
- Built and developed the IT team, hiring, coaching, and managing two IT Technicians while establishing clear roles, responsibilities, and scalable support capacity for a growing, distributed organization.

EDUCATION:

Bachelor of Arts, Communications
Washington State University | May 1996

TECHNOLOGY & DOMAIN EXPERIENCE:

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| • Microsoft 365 & Cloud Platforms | • Cloud Telephony |
| • Microsoft Copilot & AI Agents | • Contact Center Platforms |
| • EHR & Healthcare Applications | • Network & Infrastructure |
| • osTicket / Enterprise Service Platforms | • Data Analytics |
| • Cybersecurity & Privacy | • Workflow Automation |
| • Identity & Access Management | • Business Continuity & Incident Response |