

FAMIA ROOTS

Prospective Caddo Parish Commission Broadband Committee Member

CORE COMPETENCIES

Multi-Site Operations	Change Management	Customer Service
Logistics & Distribution	Technical Operations	Team Development
Training & Mentoring	Policies & Procedures	Process Redesign
Project Planning & Execution	Service Reporting	Strategic Planning

RELEVANT PROFESSIONAL WORK HISTORY

DIRECTOR OF IS OPERATIONS – Ochsner Clinic Foundation **2021 – Present**
As Director of IS Operations, I provide strategic direction for North Louisiana (NLA) and ensure the daily performance and availability of the organizations systems and its support.

- Oversee daily operations and manage system uptime for multiple hospitals and clinics in NLA Region; Also led the technical teams supporting hospitals and clinics in Baton Rouge, Lafayette and Lake Charles
- Plan and align technology for all COVID-19 community testing, vaccinations and hospital surge expansions
- Design and implement business strategies, workflow plans and operational procedures for NLA facilities
- Served on Incident, Request and Change Management service portal committee to ensure internal/external ease of use

INFORMATION SYSTEMS REGIONAL MANAGER – Ochsner Clinic Foundation **2018 – Present**
As an Information Systems Regional Manager, I sustain a team-focused environment while overseeing the support, daily operations, implement projects, and collaborate with business leaders to shape the demand for technology.

- Oversaw all operational aspects of technical support across 23 facilities; implemented system wide initiatives
- Created/Approved IS related communications and application training for 3,500+ employees
- Oversaw the assessment, replacement and training of all computers and peripherals in NLA
- Consistently exceeded satisfaction ratings; 96% customer satisfaction, 4.75/5.0 on annual engagement survey, 0% turnover rate

TECHNICAL SERVICES MANAGER – Future State **2016 –2018**
As Technical Services Manager, I maintained the incident reporting system oversaw the procurement of all computer related equipment, managed the daily operations of the IT support team, technical and specialized EPIC call center. Led employees through Ochsner Clinic Foundation's acquisition of Future State.

- Served on the executive leadership team; assisted with devising short and long term goals for the division
- Analyzed and determined the prioritization of workflow processes; ensured that project timelines were met
- Reformed the hiring process to better vet candidates; sourced applicants, scheduled and executed interviews, provided offers, on boarded and developed a training program
- Implemented an EPIC Service Desk; on boarded contractors, led discoveries, and marketed new services

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RELEVANT PROFESSIONAL WORK HISTORY CONTINUED

IT PROJECT MANAGER – University Health Shreveport

2013 –2017

As IT Project Manager, I oversaw all aspects of technical renovations and system upgrades. I also oversaw the daily operations of an internal service desk and a multi-site support team. Led personnel through the transition from University Health Shreveport to Future State, LLC.

- Served on University Health’s Management Council; Served as a hospital advocate to communicate legislative changes that could have affected the sale and/or daily operations of the hospital
- Provided operational leadership and expert knowledge to assist managers with IT related challenges
- Served as an incident coordinator during outages; aided in the development of a disaster recovery program
- Maintained a 0% turnover rate low by reinforcing positive action and creating a fun, inviting environment

SERVICE DESK MANAGER – Louisiana State University Health Sciences Center

2012 – 2013

As Service Desk Manager, I managed a cross functional team of call center agents and data center employees who received approximately 3,000 calls per month. Led employees through change in leadership from Louisiana State University Health Sciences Center to University Health.

- Created a call center from the ground up; hired employees, created the framework, documentation and scripts
- Provided senior leadership with weekly, monthly and quarterly performance reporting
- Served as the customer satisfaction resolution point of contact for all issues and escalations

SERVICE LEADERSHIP EXPERIENCE

<i>Alpha Kappa Alpha Sorority, Incorporated</i>	President, Treasurer, General Member	1997-Present
<i>RISE Shreveport</i>	Board Member, Secretary, Consultant	2016-Present
<i>American Business Women’s Association</i>	Social Media Chair, Web Chair	2016-2017
<i>African Americans Building & Leading Equality</i>	Chair, Co-Chair	2020-Present

FORMAL EDUCATION

Louisiana Tech University	Bachelor of Science in Computer Information Systems (2000)
Louisiana State University Shreveport	Master of Science in Human Service Administration (2004)
Louisiana State University Shreveport	Master of Business Administration - Executive Track (2011)

MILITARY EXPERIENCE

88 MIKE/MOTOR TRANSPORT OPERATOR – Louisiana Army National Guard

1995-2003

Unit/Discharge: 1083rd Transportation/Honorable Discharge