

MICHAEL TIPSWORD, MHA, PMP

Implementation Manager — Enterprise Systems, ERP & Healthcare Technology

miketipsword@yahoo.com | linkedin.com/in/mtipsword | Alexandria, VA

Public Trust Clearance

EXECUTIVE SUMMARY

Implementation manager with 25+ years taking enterprise systems from contract to production — 12 full-lifecycle Axapta ERP conversions at Oldcastle, multiple Dynamics ERP/CRM implementations at Sopris, and an EMR platform built with a distributed international team at Avanade. Pairs that delivery record with an MHA and direct hospital experience converting a facility from paper to electronic records.

CORE COMPETENCIES

- ERP implementation (Microsoft Dynamics / Axapta)
- Full-lifecycle deployment and cutover
- Client-facing delivery and expectation management
- ROI modeling and business case development
- Custom database design
- End-user training and adoption programs
- IT infrastructure modernization

SELECTED IMPLEMENTATION ACHIEVEMENTS

- Randolph Medical Center paper-to-electronic conversion** — Wrote and administered the \$2 million federal grant that funded EMR, PACS digital radiology, a purpose-built server room with fire suppression, structured cabling, new workstations, and bedside devices for nurse charting.
- Oldcastle APG enterprise ERP rollout** — Delivered 12 full-lifecycle Axapta conversions on time and on budget across multiple U.S. sites.

PROFESSIONAL EXPERIENCE

Professional Development & Career Transition

03/2025 – Present

Planned transition following the close of the CVP engagement

- Stepped back from consulting to manage growth of Southern Charm Property Management, recruiting and training a manager to assume day-to-day operations and establish a durable succession plan.
- Completed PMP continuing education requirements, maintaining certification in good standing with the Project Management Institute.
- Completed coursework toward Georgia real-estate licensure.

CVP — Senior Manager, Healthcare Innovation & Transformation

07/2021 – 03/2025

Fairfax, VA · Government IT program delivery and strategy (VA, VHA, DOE)

- Led a portfolio of government health consulting engagements spanning care delivery, revenue cycle operations, and compliance, directing multiple concurrent teams of 4 to 15 — accountable for contract requirements, financial targets, deliverables, and quality objectives.
- Authored and executed the integrated Task Management Plan for the Military Exposure Research Project (MERP), aligning staffing, workstreams, reporting, and risk mitigation to agency expectations.

ERPi — Senior Manager

07/2017 – 04/2021

Fairfax, VA · Federal health IT program delivery and strategy (VA, VHA)

- Directed day-to-day operations and long-term execution for VA's Cerner/Oracle Electronic Health Record Modernization (EHRM) program as a government contractor embedded on the VA side, owning cost, schedule, scope, and performance across the full life cycle.
- Delivered multiple Cerner/Oracle modules including patient advocacy, dental, and clinical implementation, and served as special projects manager identifying gaps in patient-care needs and responses and implementing viable alternate mitigation strategies.

The George Washington University — Master of Health Administration

08/2014 – 2016

Washington, DC · Full-time graduate study between consulting engagements

Sopris Systems — Project Manager

11/2012 – 12/2013

Denver, CO · Microsoft Dynamics ERP/CRM provider for the professional services industry

- Delivered multiple full life-cycle Dynamics ERP implementations, controlling scope, budget, and schedule through maintained WBS, risk logs, and stakeholder distribution plans.
- Built ROI models and business cases supporting senior leadership roadmap and investment decisions, and delivered staffing models matched to customer needs.

Avanade, Inc. — Project Manager

02/2011 – 10/2012

Atlanta, GA · Accenture–Microsoft joint venture delivering solutions on the Microsoft platform

- Led a distributed international team of developers and system experts building a U.S. electronic medical record (EMR) platform, and produced the cost/benefit analysis for platform ownership.
- Developed integrated work plans and performance dashboards for complex health IT systems, and briefed senior clients on status, risks, and milestones through formal governance frameworks.

Randolph Medical Center — Director of Strategic Development

07/2008 – 02/2011

Roanoke, AL · 25-bed critical access hospital

- Converted hospital operations from paper records to electronic health records, implementing EMR alongside PACS digital radiology for image storage, routing, and diagnostic review.
- Wrote, won, and administered the \$2 million federal grant that funded the conversion — owning application, tracking, use of funds, accounting, and reporting.
- Modernized legacy IT infrastructure end to end: built a dedicated server room with fire suppression, installed structured cabling and new workstations, and deployed portable devices for nurses to enter clinical results at the point of care.
- Served as Executive Director of the Rural Healthcare Consortium of Alabama, and extended PACS image viewing to two partner hospitals so radiology results were readable across three dispersed sites.
- Negotiated vendor pricing and partnerships that reduced supply chain costs 18%, and demonstrated ROI on technology investments saving the hospital more than \$38,000.

Family Property Management

07/2007 – 07/2008

Supported operations of the family property management business while family members addressed medical concerns

Oldcastle APG — Implementation Manager

06/2005 – 07/2007

Atlanta, GA · North America's largest producer of concrete masonry products

- Delivered 12 full-lifecycle Axapta ERP conversions nationwide, managing schedule, budget, and feature delivery across concurrent projects.
- Led implementation teams of 8 to 18 developers, business analysts, and client stakeholders through the full lifecycle while modernizing legacy systems.

Impact Software Consulting Services, Inc. — Business Development Manager / Lead Software Trainer

05/1996 – 05/2005

Kennesaw, GA · Custom application development for web and mobile services, plus advanced data analytics

- Designed and built custom databases in SQL Server and Microsoft Access to client specification, delivering application development and data analytics engagements.
- Trained client teams to advanced level across the Microsoft Office suite, and expanded the firm's product and service footprint through direct client engagement.

EARLIER CAREER

ANGARAI Consultants — Healthcare Business Process Manager

12/2013 – 08/2014

Baltimore, MD — PMO consulting for state healthcare programs

EDUCATION & CERTIFICATIONS

Master of Health Administration · 2016

The George Washington University — Washington, DC

Bachelor of Arts, Business Administration · 1997

LaGrange College — LaGrange, GA

Project Management Professional (PMP) #3858719 · 2024

Project Management Institute — continuing education current

Certified ScrumMaster · 2018

Scrum Alliance, Inc.

Lean Six Sigma Green Belt · 2025

Advanced Innovation Group Pro Excellence

MILITARY SERVICE

United States Air Force, 1988 – 1992 · Georgia Army National Guard, 1995 – 1997

Michael Tipsword, MHA, PMP · miketipsword@yahoo.com