

James Forsythe

Technology Executive — Healthcare IT

Atlanta, GA
james.forsythe@outlook.com
770.510.8923
linkedin.com/in/james-forsythe

SUMMARY

Technology executive with over fifteen years in the healthcare industry, working at the intersection of technology and patient care. Deep experience across the evolution of digital health — electronic medical records, telemedicine, and today's data analytics and AI applications — with a focus on leveraging technology to enhance patient care, improve operational efficiency, and ensure data security and privacy.

EXPERIENCE

Mar 2026 – Present

Virtual Technology Executive Lead

Abacus — Alpharetta, GA

- Align technology initiatives with organizational goals through comprehensive planning.
- Collaborate with key stakeholders to understand and communicate technology strategies.
- Formulate a clear technology roadmap, prioritizing initiatives based on organizational impact.
- Identify and mitigate potential risks associated with technology projects.

Medicus IT — Alpharetta, GA — January 2019 – March 2026

Mar 2023 – Mar 2026

Virtual Technology Executive

- Align technology initiatives with organizational goals through comprehensive planning.
- Collaborate with key stakeholders to understand and communicate technology strategies.
- Formulate a clear technology roadmap, prioritizing initiatives based on organizational impact.
- Identify and mitigate potential risks associated with technology projects.

Jun 2019 – Mar 2023

Client Success Manager

- Worked in partnership with clients to navigate the technology needs of their business.
- Advised clients on environment changes to meet and maintain compliance standards.
- Conducted routine environment reviews to strategize and plan changes over 1-, 3-, and 5-year horizons.

Jan 2019 – Jun 2019

Service Manager

- Responsible for the management, planning, and delivery of remote and on-site IT support services.
- Managed 20+ team members of varying skill levels.
- Services included technical support, build/deploy, asset management, mobile device support, network, and server infrastructure.

CompuCom — Atlanta, GA — September 2010 – January 2019

Apr 2017 – Jan 2019

Service Delivery Manager

- Responsible for the management, planning, and delivery of on-site IT desktop support services.
- Managed 40+ team members across 5 states (desktop, executive, and administrative IT).

- Aided in the management of approximately 10,000 assets across the 5 states.
- Worked directly with client leaders to ensure all aspects of the support contract were being met, and discussed potential opportunities for new services.
- Conducted a pilot walk-up desk which led the company to staff several walk-up service locations across the United States.
- Presented business metrics on SLAs, RCAs, and VOCs.

Sep 2010 – Apr 2017

Executive Tech / Senior Region Leader

- Primary contact for assistance requests of General Electric's C-level staff, including the Vice Chairman.
- Supported planning, implementation, and maintenance of executive staff technology — laptops/desktops, mobile devices, A/V, and telecommunications.
- Led development of problem-tracking tools to identify repeat problems and gaps in support.
- Conducted monthly metric reports on ticket counts by category and business.
- Proactively conducted routine equipment checks of executive staff's equipment to avoid future problems.
- Traveled to provide support for client conferences throughout the nation.

May 2010 – Sep 2010

PC Technician

- Responsible for the replacement and coordination of return for 100+ machines reaching end of life.
- Assisted with conversion of machines to a new domain; provided on-site support through the migration.
- Oversaw asset management, including return and assignment of new equipment.

SKILLS

Technology Leadership

Technology roadmapping, strategic planning, stakeholder management, risk mitigation, vendor & contract management, team leadership (40+ staff).

Healthcare IT & Compliance

HIPAA privacy & security, data security and privacy, compliance strategy, electronic medical records, telemedicine.

Software & Platforms

Microsoft Office (Excel — pivot tables, VLOOKUP, macros; Word, PowerPoint, Outlook), ServiceNow, Microsoft SharePoint, Xcode, GitHub, ConnectWise Manage & Automate, Datto RMM.

Operating Systems

Microsoft Windows, macOS.

CERTIFICATIONS

CISM — Certified Information Security Manager
 CHPSE — Certified HIPAA Privacy & Security Expert
 ITIL Foundations v3
 CompTIA A+

EDUCATION

BBA, Management

Kennesaw State University — Kennesaw, GA

Beta Gamma Sigma · Magna Cum Laude, 3.79 GPA · Dean's List, multiple semesters

Relevant coursework: Information Systems & Communication, Managing Organizations, Operations Management, Information Systems Management, Managing Your Company, Strategic Management, AWS Solutions Architect, GitHub.