JOHN TAVERNA, MPH

Chief Analytics Officer | AI & Healthcare Analytics Executive | jptaverna@gmail.com | linkedin.com/in/john-taverna/

New York, New York 10022

PROFESSIONAL SUMMARY

An accomplished and adaptable C-suite executive, epidemiologist, AI strategist and SQL jockey, I bring over a decade of experience driving impactful change at one of the nation's leading Federally Qualified Health Centers. I have worked in tech and healthcare for the last 17 years, and built and led high-performing teams on non-profit budgets, overseeing all analytics and epidemiology functions for a patient population of over 200,000 in New York City, including the tracking of chronic and infectious diseases and patient risk, as well as the infrastructure that enables it.

I have a deep passion for leveraging tech to solve complex problems, from pioneering the application of AI to optimize patient care to building robust, on-premise data infrastructure from the ground up. I thrive on creating solutions that make a tangible difference. Resident problem solver.

EXPERIENCE

Chief Analytics Officer Urban Health Plan, Inc., New York | 07/2021 – Present

- Pioneered AI-Driven Solutions: Spearheaded the development and deployment of impactful AI technologies, including an in-house trained RAG chatbot based on open-source models, which provided actionable intelligence to clinical and operational teams.
- Increased revenue and performance company wide by over 20% using data-driven interventions and feedback loops
- Directed Strategic Analytics Initiatives: Led a team of analysts in conducting all clinical, operational, and financial data analysis. Designed, implemented, and optimized an on-premise business intelligence strategy, providing near-real-time insights to enhance patient care and financial health.
- Built High-Performing Teams: Mentored and led a team of analysts, fostering a culture of innovation to develop bespoke, in-house solutions and custom queries that met the organization's unique needs on a shoestring budget.
- Championed Infrastructure Management: Provided leadership in the development and maintenance of the entire analytics infrastructure, overseeing databases, VMs, backups, and connectors to ensure data integrity and scalability.

Director of Informatics Urban Health Plan, Inc., Bronx | 09/2015 – 07/2021

- Developed and implemented an enterprise-wide business intelligence strategy and roadmap, focusing on scalable solutions for efficiently processing large data volumes.
- Improved data governance and project deliverables, ensuring the seamless flow of information and high-quality data reporting across the organization.

Public Health Data Systems Administrator NYC Department of Health and Mental Hygiene, US | 06/2011 – 09/2015

- Served as lead designer and coder for internal and external health data dashboards, collaborating with stakeholders to define and design a complex information system.
- Built award winning data ingestion and dashboarding infrastructure for the entire city of New York (HIMSS Davies award)
- Created the first real-time health monitoring tools for the NYC Health Department which are still being used today

Healthcare Analytics, Private Consulting| 2015-Present

- Currently consulting for major hospitals in the NY metro area on high level projects and grants

TECHNICAL SKILLS

- AI & Machine Learning: RAG Chatbot Implementation, Local LLMs, Machine Learning Algorithms, Advanced Data Mining
- Data & Analytics: Microsoft Power BI, SSRS, Tableau, Cognos, SQL, MySQL, Python, R, Dashboarding, Advanced Statistics & Analytics
- Infrastructure & Operations: Systems Administration (VSphere, Veeam), ConnectWise, Project Management, Database Development, Custom Interfaces, Electronic Health Records & Quality Improvement, Dynamics

EDUCATION

Master's Degree (MPH): Health Policy and Management / Epidemiology and Biostatistics
- City University of New York-Hunter College, 01/2010

Bachelor of Arts: Sociology and Anthropology
- City University of New York-College of Staten Island, 01/2007

Regents Diploma with Honors: Natural Sciences, Advanced Mathematics, Engineering, and Computer Programming
- Staten Island Technical High School (Engineering), 01/2002

PUBLICATIONS

- The Hub Population Health System: *Buck MD, Anane S, Taverna J, et al. Am Med Inform Assoc.* 2012 Jun;19(e1):e46-50.
- Developing public health clinical decision support systems (CDSS) for the outpatient community in New York City: our experience. *BMCC Public Health*
- Study of electronic prescribing rates and barriers identified among providers using electronic health records in New York City. *Amirfar S, Anane S, Buck M, et al. Inform Prim Care.* 2011;19(2):91-7.