

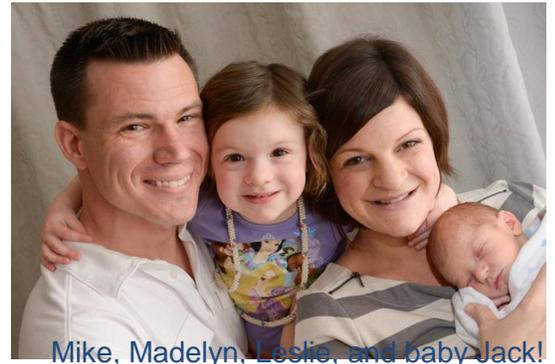
Telecommunications Systems Management Alumni Spotlight

Name: **Mike Gilkey**

MSU Degree: Master of Science in
Telecommunications Management
B.S in Business Administration

Home Town: Louisville, KY
Current Town: Louisville, KY

Current Job: Senior Territory Manager, Healthcare
Mid-Atlantic Providers, Informatica Corporation



Mike, Madelyn, Leslie, and baby Jack!

Current Job Description:

In November 2012 I took a position with Informatica Corporation as Territory Manager for Mid Atlantic healthcare providers. Informatica is the world's largest independent provider of data integration services. 84 of the Fortune 100 companies such as Facebook, Wells Fargo, Disney, Wal-Mart have chosen to standardize on the Informatica platform for data integration. The Informatica platform is also used by the U.S. Department of Defense to help catch terrorists, Wall Street for real time financial data processing, and in healthcare where I focus is used by over 250 national healthcare providers and plans. The description of my job varies depending on audience, but the simple explanation is that Informatica technology is a recognized leader in data management solutions that enable organizations to use the data they already have across the Enterprise and use it as a strategic asset. To use a healthcare example, MD Anderson Cancer Institute in Texas is using Informatica as a critical component in their analytics research efforts to cure cancer through their Project Moonshot.

As a Territory Manager for healthcare provider market, I cover an 8 state region comprised of KY, OH, PA, VA, NJ, WV, DE, and MD and work with roughly 25 of the largest healthcare providers in that region to manage existing use of the Informatica platform and to ensure it is driving optimal value for their organization, and also to explore new partnership opportunities to expand the Informatica footprint and grow revenue for the company. Most of my job is about evangelizing to key healthcare leadership how the Informatica platform technology can help improve these organizations clinical, financial, and operational assets, and to discuss strategic data management strategies that will reduce their overall data costs and increase current data value. In short, it's all about trustworthy data – and how only real trustworthy data can solve today's (very) complex health IT challenges and, we pray - cure cancer. It is very 'cool stuff' and I'm honored to be a part of something so big, and so important.

Previous Jobs held (since graduation):

- Senior Project Manager, NetGain Technologies (2002-2006)
- Sr. Account Manager, US Healthcare, Aspect Software (2006-2012)

Family & Personal:

- Wife, Leslie (Nurse with focus in Labor and Delivery)
- Daughter, Madelyn Ann (4)
- Son Jack Thomas (born April 16th, 2013)
- Personal: I enjoy running, fitness, golf, travel, live music, and most all sports. I am particularly fond of UK and Murray State basketball, Chicago Cubs baseball, and Chicago Bears football.

I also enjoy 'thrill-seeking' activities every now and again including sky diving, horseback riding, and SCUBA.

TSM Q & A:

1. What did you do for your internship and how did it benefit you?

My internship was as a technical consultant with Axis Technologies in Louisville, eventually purchased by Wire One. In this internship I learned vendor relationship, technical/server infrastructure and project management. After graduating, I briefly worked with this group again as an independent consultant, until deciding that the telecomm 'industry' was not a primary interest for me and my career.

2. Since graduation, what is the most exciting thing you have been

Seeing some of my larger clients succeed with technologies that I myself proposed is always a terrific experience. One example of this was when I was working at Aspect Software, and proposed a dashboard solution to a problem that the health system was having to capture real time information about emergency department throughputs and better managing the reports that go into tracking patients as they work through their stay within the ED. I was able to use technology that the health system IT already owned to better track the patient process, improve the people flow and time management surrounding the patient, and ultimately save the health system both time and money in implementing a better solution that the more manual process they were using before. For my organization, this became a solution framework that was later deployed at other health systems to grow revenue for the organization, so it was a big win all around.

3. What class(es) were the most beneficial to your career so far?

The class around project management was ultimately the most influential and beneficial to me in my career, as taught by George Rice. George Rice was the most influential teacher that I had during my studies at Murray State and none of the above would have happened without his mentoring at a time when I had no direction, very little focus, and thought about college as a means to find fun and not to shape a career. Mr. Rice brought to bear real world experience and introduced this knowledge as a foundation to his capstone TSM Project management course. This was the most challenging course I have ever taken, and better yet, it prepared me for the real world in a way that I was able to immediately have a positive impact in the organizations that I later joined. Mr. Rice started his course with a technical writing exercise; a painful, two week deadline essay simply designed to teach his students how a technical proposal should be written. This could have served as a course unto its own, and to tie this exercise into the real world, even when I was a project coordinator, I often taught our marketing and sales management teams how a proposal should be written and ultimately helped our company to win business as a result. The capstone course was founded on what became our semester long project, where we were divided into groups of 5 or 6, and responsible for delivering and presenting a technology concept to a fictional customer. This proposal covered operational, financial, technical, and all other components that should be expected to win the business. I was chosen as project manager for the effort from my group, and learned a great deal about leadership, project delivery, diversity, and true ownership and accountability. (We scored an A on the project; I suppose that means we won the business!)

Up until this class, I must admit that I had not put the pieces together in how school would translate into career. Mr. Rice spent the time to discuss our paths and I specifically

remember him telling me that I should probably focus on a project management position out of college to further round out my skills and to get the experience that I would need. He was right. I also remember him bringing in guest speakers from organizations like AT&T and Caterpillar to network with real professionals, and to give us further advice on 'what should we do', where do we go next', and 'how do we get there'?

Looking back, as a college student, these were the questions that kept me up at night and Mr. Rice provided the guidance, mentoring, and attention that I needed at the time to have a better idea of what I might do next. Better yet, his unique and demanding style of teaching prepared me for real world business in a way that I could not appreciate at the time, but surely can do so now.

4. What activities outside your classwork were most valuable to your career?

I was a fraternity member at Alpha Sigma Phi, and was a fairly active member of the Greek and Murray State community. I think that understanding the dynamics associated with a larger system (i.e. a fraternity, or a university) was ultimately the most beneficial to my career, but also would cite the general assistance that joining an organization like Alpha Sigma Phi that is committed to excellence and has a deeper goal of bettering its members, has had on me as a person.

5. What is one piece of advice that you would give to current or future TSM students?

Work ethic is the most important factor in success of any individual. I started at \$13/hour after earning my Master's degree, but I took pride in that job and put in many 80 hour weeks knowing that exhibiting work ethic here, would later pay off in the future. I don't work any shorter weeks these days, but I have learned to work smarter along the way and keep the same drive and passion for healthcare and technology to ultimately create a better way of life for me and my family. In short, find what you love to do, and do that; but moreover, go as hard as you can when you're doing it. It will pay off.

