JOHN “JACK” PRIEST, JR., MBA

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PROFESSIONAL SUMMARY

Operations leader and data analyst with 20+ years of high-volume service operations experience, transitioning from healthcare executive leadership to data analytics. U.S. Army Reserve veteran (2004–2012). Proven track record of using SQL, Excel, and Tableau (Python in progress) to extract and analyze complex datasets (50K+ rows), design operational KPI suites, and drive cost reductions totaling over $1M across leadership roles, including $284K in annual savings at a single site. Backed by an MBA, the Google Data Analytics Professional Certificate, and DataCamp certifications in Associate Data Analyst in SQL and SQL for Business Analysts, plus hands-on portfolio projects in SQL and data visualization, bringing strong stakeholder communication, trend analysis, and financial acumen to enterprise analytics teams.

CORE COMPETENCIES

- Data & tools: SQL (DataCamp Data Analyst in SQL) · Excel: advanced large-data-set analysis (52,317-row pivot/filter analysis), reporting · Tableau: dashboards and visualization (Cyclistic on Tableau Public; Deloitte simulation) · Python for data analysis with pandas (in progress) · Power BI (introductory) · AI-assisted analysis workflows, verified against source data.
- Operations & business: Budget ownership and variance/cost analysis · Demand, capacity, and workforce planning · Throughput and cycle-time improvement · Inventory management (Kanban) · Vendor negotiation and supply chain/procurement · Process improvement (Lean Six Sigma) · KPI design and performance monitoring · Audit, controls, and documentation · Systems implementation and training.
- Laboratory information systems: Meditech (100+ test builds; reference-lab interfacing) · Allscripts (deepest build experience, months of building, including a direct interface with CPL) · Cerner (test building).
- Leadership: Teams up to 79 FTE across multiple sites · Hiring, mentoring, and performance management · Cross-functional stakeholder management · Strategic planning.

SELECTED ACHIEVEMENTS

- Opened 10 new operations sites, from small satellite locations to a full hospital operation.
- Directed operations at peak scale: 79 FTE and 2M+ annual transactions across a regional system (Integrated Regional Laboratories).
- As Owner/COO, ran a business end-to-end: strategy, financial planning and analysis, staffing, vendor/supply chain, quality, and business development.
- Participated in 7 accreditation surveys (CAP, Joint Commission, COLA, and CLIA), serving as CAP survey team lead on 4 under the medical director.

PORTFOLIO PROJECTS

Completed:

- **Deloitte Data Analytics Job Simulation, The Forage (November 10, 2026):** (1) Built a Tableau visualization identifying which machine broke down most and which factor was associated with most breakdowns. (2) In Excel, classified gender pay-gap results into three categories Fair, Unfair, Highly Discriminative color-coding them with a color-blind-friendly palette for readability.
- **Superstore Sales Analysis, SQL, Excel, Tableau:** Wrote a 15-question SQL query set against a 6,500-row Superstore database, with data cleaning and validation of NULLs in a dirty orders copy, revenue and profit by category, region, product; month-over-month and running-total trends; top performers by group; and category share of total sales. Headline questions were re-answered in Excel (pivot tables fed live from SQL Server through Power Query) and in two Tableau Public dashboards, all agreeing to the dollar: $2,881,925 in sales, $260,282 in profit. **Findings**: Technology drives **60.45%** of company sales at a **15.8%** margin, while Furniture holds **33.48%** of sales at a **-3.29%** margin. A discount test on the top Furniture product showed it profitable at 0% (**+$5,079**) but losing money at every discount level, isolating discounting, not demand, as the margin loss.
- **Cyclistic Bikeshare Customer Conversion Analysis (BigQuery, Tableau):** Analyzed 12 months of Chicago bike-share trip data in BigQuery; visualized results in a Tableau Public dashboard. Casual riders take longer leisure trips clustered at tourist locations, while members follow weekday commute patterns; closing with three recommendations for converting casual riders to members.
- **NYC Schools SAT Performance Analysis, Exploratory Data Analysis (Python, pandas):** Cleaned and validated SAT and school survey data in pandas, then explored SAT performance across NYC schools, building a composite score from section scores. Stuyvesant High School tops both math (754) and the composite score (2,144).

In progress:

- **Supply Chain Analysis, Python (planned):** Delivery-delay and inventory patterns in pandas, with findings and a recommendation.

PROFESSIONAL EXPERIENCE

Director of Laboratory Operations | Medina Healthcare System (Hondo, TX) *(Feb 2026 – Present)*

- Direct all operations for the main hospital laboratory (32 employees): budgeting, purchasing, staffing, resource allocation, regulatory compliance; also Technical Laboratory Director for two waived-CLIA clinics.
- Optimized QC and vendor spending, saving $50,000 annually and cutting nightly QC controls 45% (from 29 to 16), by extracting, cleaning, and transforming 52,317 rows of raw Meditech clinical data into structured sets with Excel pivot tables and targeted filtering.
- Restored a breached quality KPI to benchmark, blood culture contamination had exceeded the facility goal of <3% in March (5.0%), July (5.05%), and August (10.71%); traced to newly onboarded staff not yet proficient in collection technique, targeted retraining plus competency review for affected employees brought rates to 0.75% in September and 1.02% in October.
- Led a COLA accreditation survey: 98.3% compliance.
- Implemented a new BacT/ALERT 160 blood culture analyzer, including interface setup and testing, doubling incubation capacity and eliminating the flu-season bottle backlog (bottles previously waited for a free slot through a 5-day negative cycle); none have waited for capacity this season.
- Built 100+ tests in Meditech to interface with LabCorp and troubleshot ~20 panels/tests built incorrectly, whose results were not crossing over automatically.
- Re-established the org structure to align staffing to daily demand/volume.
- Maintain active technical competency across high-complexity departments.

Director of Laboratory Operations | Montrose Regional Health (Montrose, CO) *(Nov 2024 – Feb 2026)*

- Led a team across three sites, improving cohesion and individual skill development.
- Managed the operating budget: reduced annual costs by $284K, with a further $476K built into the 2026 budget; savings came from send-out vs. in-house analysis (bringing higher-volume tests in-house where ROI beat send-out cost) and GPO (Cardinal Health) spend reports identifying non-contract, high-cost, high-volume products for trial and substitution with equal-quality, lower-cost alternatives.
- Achieved 99.4% compliance in the Joint Commission survey (November 2025), supported by audits and updating outdated policies and procedures.
- Developed strategic plans improving operational efficiency, resource management, and support of organizational objectives.
- Led a Lean Six Sigma project on missing, lost, and delayed results: mapped the "life of a specimen" for providers, replaced free-text result comments with standardized Meditech dictionary comments to speed issue analysis, tracking true lost/delayed specimens on a run chart, establishing an actual rate under 0.5% of test volume, far below provider perception.

Owner & Chief Operating Officer (COO) | Pradus Diagnostic Solutions (Longview, TX) *(Apr 2023 – Nov 2024)*

- Co-founded and ran a clinical laboratory business end-to-end with a partner and one sales executive: operations, staffing, budgeting, and compliance.
- Grew daily volume from 1–2 tests/day at launch to 40–60/day across ~20 clients; at sale, tracking toward $1M+ profit over the following year.
- Conducted financial planning and analysis; outsourced billing to AIMA, with standing biweekly reviews of outstanding accounts and metrics.
- Managed vendor and supply chain relationships, optimizing costs and ensuring timely procurement of supplies and equipment.
- Developed business strategies driving growth and profitability; directed marketing and business development to expand the client base.
- Implemented new technologies improving operational efficiency and accuracy; oversaw quality assurance programs.

General Manager | Providers' Choice Laboratory (PCLTX LLC) (Houston, TX) *(Oct 2020 – Apr 2023)*

- Oversaw all operations: budgeting, purchasing, sales, revenue cycle, staffing, and compliance.
- Built the operation from the ground up; grew volume from 0 in 2021 to 12,792, closing 2022 with a 119.74% increase.

- Built all KPIs for two locations (PCL and sister location PGL): tests and sales per sales rep, test volume per client location, turnaround time by test type (order-to-verify, receive-to-verify), and courier reliability (late pickups, lost specimens).
- Mapped all client locations in Google Maps, helping sales staff target nearby provider offices, increasing route density and reducing courier costs.
- Earned a COLA excellence award for a zero-deficiency inspection (2020); named Leader of the Year, 2022.

Director of Laboratory Operations | Integrated Regional Laboratories, Osceola Regional Medical Center (Kissimmee, FL) *(Feb 2018 – Oct 2020)*

- Directed operations across a regional, multi-site system: budgeting, purchasing, staffing, compliance at the largest team and volume scale.
- Coordinated performance management across sites with site managers and medical directors.
- Monitored and adjusted resource allocation to match service demand.
- Led implementation and maintenance of the laboratory information system.
- Planned and opened a new moderate-complexity operation at a free-standing emergency facility; re-established org structure around daily volumes.
- Cut ED turnaround times through a daily huddle and "pull-to-full" triage model built on physician-agreed order sets: nurse collection fell from 1 hour to under 15 minutes (order to collection), in-lab TAT for UAs and CBCs reached 15 minutes against a 1-hour standard.

Director of Laboratory Operations | Wyoming Medical Center (Casper, WY) *(Jul 2015 – Feb 2018)*

- Cut payroll/benefits and operating expenses 11.9% ($391,959) in FY16 and a further $398,302 in FY17, through contract negotiation, point-of-care expense reduction with the Emergency Department, and Kanban inventory controls.
- Increased revenue 3.3% ($138,654) in FY16; outsourced the courier function, saving a further $18,641 while meeting productivity standards.
- Oversaw operations for multiple sites across a 214-bed hospital system ($47M annual revenue, 50+ FTEs), including successful CAP, AABB, CLIA, and Joint Commission inspections.
- Planned and opened a new moderate-complexity operation at an immediate care location.
- Oversaw the laboratory information system upgrade, including implementation and training.
- Served as Interim Hospital Safety Officer (June 2016 – October 2017) and Interim Patient Care Policy and Procedure Chair.

Director of Laboratory Operations | Resolute Health (New Braunfels, TX) *(Apr 2013 – Jun 2015)*

- Directed operations for multiple sites; participated in successful CLIA inspections, strategic planning, and alignment with hospital operations; handled HR/personnel, including hiring across several departments.
- Project manager for the laboratory information system (Allscripts) build and readiness, months of hands-on Allscripts building, including a direct interface with reference laboratory CPL (after an earlier attempt via Atlas as an intermediary failed).
- Supervised planning and opening of operations at an urgent care location and an innovative hospital site.

MILITARY SERVICE

U.S. Army Reserve, 2004-2012 - mobilized on active duty, Nov 2008–Nov 2009. Laboratory training (AIT, 2004–2005).

EDUCATION & CERTIFICATIONS

- Trident University International (2012): dual Summa Cum Laude degrees: MBA and Master of Science in Health Sciences (MSHS), Health Care Management concentration.
- TUI University International (2008): BS in Health Science, Lab Tech Program.
- George Washington University (2005): Undergraduate Certificate, Health Science Lab Technology.

CERTIFICATIONS and Training

- Google Data Analytics Professional Certificate: SQL, Python, Data Visualization (Coursera).
- DataCamp - Data Analyst in SQL track.
- Deloitte - Data Analytics Job Simulation, The Forage (November 10, 2026).
- Power BI from Scratch: Dashboards, Data Modeling & Reports, Knowledge Accelerators via Coursera (2024).
- DataCamp - Python for Data Analysis - in progress.
- American Medical Technologist - MLS, Certification No. 223824.