

William S. Wall

(480) 466-4480 | bill@williamswall.com | www.WilliamSWall.com | [LinkedIn](#)

SUMMARY

Senior healthcare and pharmaceutical service operations program/project leader with 15+ years of experience leading cross-functional teams of 40+ professionals. Orchestrated enterprise transformation, customer operations, and strategic program delivery within complex, highly regulated corporate environments. Proven success designing scalable governance frameworks, business systems, analytics solutions, and operational improvements that reduce risk, improve customer outcomes, and support long-term growth.

Strategic leader specialized in bridging the gap between operations, technology, and executive vision seeking opportunities in AI governance, workflow architecture, enterprise transformation, and program/portfolio operating models.

CORE COMPETENCIES

- **Leadership:** Program and project management, business strategy design, change management, organizational design and development, enterprise resource planning, customer retention and recovery
- **Technology and Analytics:** AI solution design, Smartsheet and Tableau business intelligence, Salesforce, enterprise dashboard development, data mining, reporting standards, business needs analysis
- **Operational Excellence:** Strategic planning, workflow automation, contract administration, compliance and performance audits, SLA design and management, sales and delivery partnerships
- **Healthcare Expertise:** Pharmaceutical service operations, hospice, rehab and respiratory care, acute hospital, behavioral health, telehealth solutions, access and adherence, patient assistance programs, Risk Evaluation and Mitigation Strategy (REMS) programs

PROFESSIONAL EXPERIENCE

Independent Governance & AI Workflow Design

Independent Consultant - Remote

12/2024 – Present

- Designed and built Change Control Central (www.changecontrolcentral.com), an AI-powered change management prototype that demonstrates structured intake, risk analysis, committee review support, documentation, and stakeholder communication.
- Connected Smartsheet, Make, OpenAI, Gmail, PDF generation, and web technologies into a stable platform that supports better decision visibility, reduced risk exposure, and more consistent change.

McKesson Corporation

Director - Commercial Contracting and Governance (*CoverMyMeds*)

03/2022 – 11/2024

- Managed Contract Administration team responsible for processing all customer SOW, MSA, and General Service Agreement (GSA) renewals for 180 customers representing \$90M+ annual revenue.
- Chaired enterprise Customer Change Committee, standardizing intake, review, escalation, risk assessment, approval workflows, and executive decision documentation for customer-impacting program and technology changes.

Program Director – Strategic Customer Operations (*RxCrossroads by McKesson*)

05/2019 – 03/2022

- Designed and implemented a company-wide contract SLA compliance management system that improved visibility into financial risk exposure. Reduced annual SLA penalties by 81% from \$32M to \$6M within one year.

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- Led readiness and response efforts for customer-initiated contract compliance audits covering \$40M+ in annual revenue resulting in zero financial recoveries, penalties, or compliance violations.
- Chaired the enterprise Customer Change Committee and implemented a company-wide change request management system in Smartsheet that established standardized governance, approval workflows, and compliance oversight for customer program changes.
- Designed and deployed a formal contract renewal management system in Smartsheet that accelerated contract renewal cycles and improved cross-functional business engagement. Achieved a 96% customer renewal rate at equal or improved contract terms.
- Led strategic customer operations initiatives, in partnership with sales management leadership, that improved contract compliance, strengthened customer relationships, and secured full renewal of assigned customer contracts.

Sr. Manager – Service Implementation (*McKesson Specialty Health*)

09/2017 – 05/2019

- Managed 7 direct-report senior Business Project Managers overseeing pharmaceutical services implementations while developing a centralized executive reporting dashboard that strengthened project governance, accelerated issue escalation, and improved customer delivery transparency.
- Transformed the business intelligence function by strengthening data governance, standardizing customer reporting, and improving requirements management while scaling the organization from 10 to more than 40 professionals through strategic hiring and team development. The transformation converted the department from a cost center into a revenue-generating business function delivering significant recurring reporting services revenue in excess of \$10M.

Cornerstone Healthcare Group

Program Manager – Business Solutions

06/2016 – 06/2017

- Established enterprise project intake and service request governance processes supporting LTAC, Assisted Living, and behavioral health operations while leading the consolidation of imaging and point-of-care clinical documentation systems across 16 facilities.

Dignity Health

Program Director – Clinical Software Applications

06/2012 – 11/2015

- Directed regional clinical software application and telehealth activities across Arizona, Nevada, and California. Managed 8 direct-report senior Project Managers overseeing more than 30 concurrent projects supporting hospital and physician operations. This included the development and implementation of the enterprise Physician Mobility platform that enabled physicians across 39 hospitals in Arizona, Nevada, and California to securely access EMR, radiology, and pharmacy systems using their smartphones.
- Program Manager supervising a 35-member onshore and offshore software development team that converted Dignity Health from ICD9 to ICD10.

EDUCATION & CERTIFICATIONS

- Master of Science in Healthcare Administration (MHA) | Grand Canyon University. 2014.
- Bachelor of Science in Business Administration (BSBA) | University of Texas at Dallas. 1992.
- Project Management Professional (PMP®) | Project Management Institute. 2005.
- Certified Professional in Healthcare Info & Mgt Systems (CPHIMS®) | HIMSS. 2012.