

Joshua Martin

Enterprise Implementation Project Manager

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Online
Portfolio

Core Skills

Project Leadership: Enterprise PM, Customer Success, Stakeholder Management, Requirements Gathering
Engineering: PHP, .NET, Python, JSON, API Integrations, Custom Frameworks
Infrastructure: AWS, OCI, Ubuntu, Proxmox, DNS, MySQL
Security: Pen-Testing (GWAPT), Hardening, Architecture Review
Automation & Ops: Bash, PowerShell, CI/CD, Scripting
UI/UX + Web: Bootstrap 5, SEO, Custom Frameworks
LIS Expertise: EMR Integrations, HL7 Interfaces, LIS Configuration, Lab Workflow Design

Professional Experience

Enterprise Implementation Project Manager

NovoPath

Lead enterprise-scale LIS implementations across hospitals, diagnostic labs, and multi-site medical organizations. Oversee discovery, workflow analysis, integration engineering (HL7, EMR/EHR systems, billing systems), validation, go-live coordination, and post-deployment support. Drive stakeholder alignment, risk management, and executive communication while ensuring smooth adoption and delivering on-time, high-quality outcomes.

- Migrated 40 customers to a major LIS software release in six months through close coordination with Product & Engineering.
- Conducted onsite Assess & Design sessions to document lab workflows, instruments, and integration requirements, producing accurate implementation blueprints.
- Coordinated with EMR, instrument, and middleware vendors to validate HL7 interfaces and ensure seamless interoperability across laboratory systems.
- Established project governance, risk mitigation strategies, and communication frameworks that improve visibility and reduce implementation escalations.
- Led go-live planning, command-center operations, and post-launch stabilization, delivering high customer satisfaction and minimizing downtime.

Technical Account Manager • Support Manager • Software Engineer

Cerebrum

Managed customer success and technical account management in a LIS-driven environment while supporting engineering initiatives. Improved workflows, reduced cloud costs, and built automation tools that enhanced system performance and lab operations. Delivered advanced technical support across integrations, infrastructure, and security.

- Delivered customer training and documentation to support system adoption and workflow transition.
- Designed a standardized deployment schedule that reduced LIS implementation timelines to as little as 30 days, including EMR integrations.
- Re-organized the support department, reducing response times from multiple days to one hour.
- Led customer success programs resulting in 100% customer retention during my tenure.

Web Security Analyst / Web Developer

SiteLock

Performed malware analysis, vulnerability reviews, and web security remediation for customer sites. Developed small-scale web tools and integrations to assist security workflows.

- Drove early adoption of Machine Learning and A.I. to help write better definitions faster.
 - Investigated and mitigated attacks through log analysis, code review, and custom cleanup solutions.
 - Identified recurring vulnerability patterns and wrote definitions to deploy improvements across customer environments.
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Education & Certifications

SANS: GIAC Web Application Penetration Tester (GWAPT)
CompTIA: Network+
CompTIA: Security+
Glendale Community College: Associate's Degree

If my experience aligns with your needs, I'd welcome the opportunity to talk.