

Tripp D. Sills

Healthcare Technology Executive | AI Adoption | Solution Architecture & Delivery

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PROFESSIONAL SUMMARY

Healthcare and enterprise technology executive with 25 years of experience spanning hospital operations, enterprise architecture, cybersecurity, and Cisco Customer Experience (CX). Led healthcare customer engagement for 207 strategic accounts with documented booking growth of 99 percent (\$7.5B) versus 35 percent (\$242M) for non-engaged peers (FY22-FY26). Deep expertise in HIPAA-regulated environments, health system and payer go-to-market, artificial intelligence (AI) adoption, generative AI, agentic AI workflows, Model Context Protocol (MCP), retrieval-augmented generation (RAG), and developer-adjacent platform sales. Former Principal Enterprise Architect at Community Health Systems and Infrastructure Services Manager at Halifax Health. Cisco-certified in AI Business, AI Technical, AI Infrastructure, and AI Solutions. Trusted advisor to CISO, CMIO, enterprise architecture, and engineering leaders on large, multi-stakeholder pursuits.

CORE COMPETENCIES

Healthcare Go-to-Market (GTM) and Sales Partnership, Health Systems, Payers, and Public Sector Healthcare, Artificial Intelligence and Generative AI Adoption, Agentic AI, MCP, RAG, and Developer Tools, HIPAA, ePHI, and Regulated-Environment Compliance, Enterprise and Security Architecture, Customer Experience (CX) and Customer Success, Solution Architecture and Technical Delivery, Cybersecurity, Zero Trust, and Incident Response, INFRAM, SD-WAN, Data Center, Cloud, and Collaboration, Executive Stakeholder Management and C-Level Presentations, Pipeline Management, Forecasting, and Account Planning, Business Case Development and Multi-Year Roadmaps, FHIR, Interoperability, Telehealth, and EHR Integration, Team Leadership (250+ senior resources) and Matrix Management, Crisis Management and Critical Accounts Programs

TECHNICAL SKILLS

Networking, Wi-Fi, SD-WAN, Data Center, Cloud, Compute, Security (ISE, NGFW, Zero Trust), Collaboration, Automation, Analytics, Business Intelligence, XaaS, Epic/Cerner-adjacent integration patterns, FHIR APIs, agentic AI tooling (Cursor, Claude Code), MCP, RAG, Python-adjacent automation workflows

PROFESSIONAL EXPERIENCE

Director, Solution Architecture and Delivery (G13), CX Healthcare Cisco Systems | Remote, United States | January 2020 - Present

- Lead solution architecture, delivery, customer advocacy, and sales partnership for strategic healthcare accounts across GES, US Public Sector, and Commercial theaters.
- Built CX Healthcare engagement practice to 207 directly engaged accounts; achieved 99 percent booking growth (\$7.5B) post-engagement vs. 35 percent (\$242M) for non-engaged accounts (FY22-FY26 Q3); added 7 new engagements in FY26 Q3.
- Scaled INFRAM infrastructure program across 106 accounts: bookings increased from \$5.5B to \$11.7B (+115 percent); services bookings up 302 percent (+\$1.95B); closed 20 deals and 35+ assessments (+226 percent on sold cohort).
- Led security practice for 22 accounts: bookings grew from \$414M to \$832M (+101 percent); active executive pursuits include NYC Health and Hospitals, UMass Memorial, Advent Health, and Piedmont.

- Delivered \$970M GES pull-through (+61 percent, 66 customers) and \$5.7B US Public Sector pull-through (+117 percent, 41 customers); named wins include Ohio State (+123 percent), Grand River Hospital (+200 percent), University of Miami (+526 percent).
- Managed CX Champions cohort: approximately \$31M LCS investment supporting \$1.52B pull-through (HCA, Kaiser, Mayo Clinic, CommonSpirit, NYU, NYC Health and Hospitals).
- Authored healthcare reference architectures and executive briefs for academic medical centers and rural/public-health programs (governance, telehealth, interoperability, AI-ready infrastructure).
- Partner with sales, Solution Development Architects, PMO, and business units; lead matrix teams of 250+ senior resources; direct executive communication on program recovery and risk.

Service Delivery Leader, Architecture and AI (G12) Cisco Systems | Remote, United States | January 2019 - December 2020

- Team lead for Customer Experience services engagements across networking, security, collaboration, data center, and cloud for healthcare and enterprise accounts.
- Delivered strategy, architecture, design, implementation, and optimization services including business cases, roadmaps, C-level presentations, and engagement documentation.
- Owned solution quality: design validation, implementation plans, automation, PSIRT response, audits, and knowledge transfer.
- Advised customers on AI and generative AI impact on clinical operations, data platforms, and security posture.
- Ran Critical Accounts Program for Cisco largest services customer; led customer-facing incident command for GES Premiere accounts during major outages.

Chief Architect, Global Classified Network Redesign MAG Aerospace | United States | January 2017 - December 2019

- Chief Architect for global classified network redesign supporting Department of Defense (DoD) and US Special Operations Forces (SOF).
- Defined secure wide-area architecture, segmentation, and migration for high-side environments with strict compliance requirements.
- Led cross-functional design with mission, security, and engineering stakeholders; delivered cutover plans for distributed sites.

Chief Technology Officer, Vice President / Principal CBTS | United States | January 2017 - December 2017

- Set enterprise technology strategy and pre-sales architecture standards for regulated-industry and enterprise clients.
- Advised CIO and CISO executives on multi-year transformation, managed services, and security architecture decisions.

Business Architect Cisco Systems | United States | January 2013 - December 2017

- Developed business-aligned technology strategies, executive workshops, and portfolio roadmaps for strategic accounts.
- Linked customer outcomes to Cisco investments across security, collaboration, data center, and automation.

Principal Enterprise Architect Community Health Systems | United States | January 2011 - December 2013

- Enterprise architecture leader for national hospital operator; standardized infrastructure across acute-care footprint.
- Partnered with clinical operations, IT, and security on HIPAA-sensitive initiatives and multi-site rollouts.

Network Architect / Infrastructure Services Manager Halifax Health | Daytona Beach, FL | January 2006 - December 2011

- Led hospital IT infrastructure and 24x7 operations for mission-critical clinical environments.
- Managed teams and vendors; exceeded performance, security, and lifecycle management targets.

Senior Network / Security Architect Florida East Coast Industries | Florida | January 2006 - December 2006

- Designed enterprise network and security architecture for multi-business holding company.

Principal Network Architect / Senior Network Engineer DME Holdings LLC | United States | January 2002 - December 2006

- Principal architect for distributed enterprise WAN, LAN, and voice integrations.

Network Engineer / IT Manager Teleperformance USA | United States | January 1998 - December 2002

- Built and managed contact center and enterprise IT infrastructure; led network and security operations.

Team Leader, Network / Security Analyst Matrix Marketing (Convergys) | United States | January 1996 - December 1998

- Led network and security operations for high-volume customer engagement environment.

EDUCATION

- Cornell University - AI 360 and AI Strategy
- Mississippi College - Computer Science (coursework)
- Seminole State College - Network Engineering (coursework)
- Daytona State College - Network Engineering (coursework)
- Lake Mary High School - Honors Graduate

CERTIFICATIONS AND CLEARANCES

- Top Secret (TS) Security Clearance
- AI Ready Infrastructure
- AI Business Practitioner
- AI Technical Practitioner
- AI Solutions Essentials
- Business Architecture Transformation Professional (BATP) #317
- CCIE Security (Written)
- CCSP (Cisco Certified Security Professional)

CCNP

CCVP

CCNA

- Digitized Delivery Green / Blue / Black Belt
- Nortel Networks Systems Architect - Voice and Data