

Michael J. Doyle

mike.doyle@gmail.com

(952)374-8813

Chief Client & Growth Executive | Enterprise Expansion, Net Revenue Retention, Healthcare Technology

Senior healthcare operator with 20+ years leading customer-facing organizations and serving as a trusted advisor to health system executives in complex provider environments. Consistent track record of growing existing enterprise accounts through executive engagement, value realization, and disciplined expansion selling.

- Executive leader of customer success, account management, and delivery teams operating at enterprise scale
- Trusted partner to health system CFOs, COOs, CDOs, CIOs, and clinical leaders on value realization, and long-term partnership
- Known for building strong leaders, stepping into complex client situations, and modeling executive-level customer engagement

Professional Experience	
Ursa Health 1/2025 – 12/2025 Chief Commercial Officer	<ul style="list-style-type: none">○ Owned expansion and retention across strategic enterprise customers, driving growth through executive-level account strategy○ Built scalable account expansion systems across enterprise client base○ Personally managed executive relationships for largest customers, identifying and closing multi-year expansion opportunities○ Established client profitability scorecard used to prioritize expansion investment and renewal strategy
Impact Advisors 7/2023 – 6/2024 VP, Customer Relationship Executive	<ul style="list-style-type: none">○ Senior customer leader accountable for relationship health, renewals, and expansion across strategic healthcare data and analytics clients, serving as the primary executive point of contact○ Secured \$3.5M flagship renewal by rebuilding executive trust and realigning delivery to client priorities○ Recovered a \$1.2M at-risk account through direct engagement, expectation resetting, and delivery stabilization○ Built and owned a \$20M+ qualified expansion pipeline across existing enterprise accounts○ Led executive-level expansion conversations tied to new service lines, additional scope, and multi-year renewals
Health Catalyst 5/2013 – 3/2023 Chief Client Officer / COO / SVP Professional Services	<ul style="list-style-type: none">○ Drove record 112.5% net dollar retention○ Managed \$15M+ strategic enterprise accounts (Allina, UPMC)○ Personally engaged as an executive advisor in complex or at-risk client situations, securing \$4M in endangered contractual revenue and restoring executive confidence○ Built and scaled professional services organization delivering 700+ documented client outcomes○ P&L responsibility for professional services and account expansion organizations (\$260M+ ARR business)○ Led 250+ direct and indirect reports
Allina Health 9/2009 – 5/2013 Director, Health Care Intelligence/Manager EDW	<ul style="list-style-type: none">○ Led enterprise data warehouse, business intelligence, and master data management functions supporting executive decision-making○ Accountable for a \$2.5M operating budget and \$5M in capital funds○ Accountable for setting, monitoring, and achieving annual goals○ Day-to-day management of staff, including coaching, recruiting, hiring, and evaluation
Northwestern Medicine / Northwestern University 2001 – 2009 Manager, Analytics and Systems Integration	<ul style="list-style-type: none">○ Led analytics and systems integration functions supporting enterprise clinical and operational platforms○ Led IT function supporting clinical research operations; built scalable research technology foundation○ Implemented enterprise clinical trials/data management platform (Velos eResearch)○ Managed budget and cross-functional collaboration with researchers, statisticians, and PMs

Education	Certifications/Professional
Northwestern University Master's of Music	<ul style="list-style-type: none">• Former Member, Advisory Board, Technology Services Industry Association• Member, Healthcare Information and Management Systems Society (HIMSS)• Former Conference Call Chair, Advisory Board, Healthcare Data Warehousing Association (HDWA)
Carnegie Mellon University Bachelors of Fine Arts	