
Daniel Marengo

Healthcare IT Platform Leader

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PROFESSIONAL SUMMARY

Healthcare IT leader with 25+ years at UC Davis Health who has built a career turning operational complexity into structured, scalable systems across one of California's premier academic medical centers. Currently directs the ServiceNow platform for UC Davis Health, managing a cross-functional team of analysts, developers, contractors, and vendors through enterprise-wide implementations including CMDB buildout. Previously led systems integration operations overseeing every interface connecting Epic to clinical, hospital, and business systems — and chaired the cross-functional committee that governed integration priorities. Earlier career included standing up IT service management processes from scratch, supervising a 24/7 operations center, and providing real-time support through multiple Epic go-lives that transformed how the medical center delivers care. Career defined by progressive growth from data center operations to enterprise platform leadership within a single institution — the kind of deep institutional knowledge that cannot be replicated.

CORE COMPETENCIES

Enterprise Platform Management · Healthcare IT Operations · Systems Integration & Interoperability · IT Service Management (ITSM/ITIL) · Team Leadership & Staff Development · Project & Portfolio Management · Vendor & Contractor Management · Clinical Systems (Epic EMR) · Process Design & Improvement · Stakeholder Engagement

PROFESSIONAL EXPERIENCE

ServiceNow Platform Manager — Service Technology Unit

2022 – Present

UC Davis Health · Sacramento, CA

- Directs the ServiceNow platform for UC Davis Health, managing a cross-functional team of business analysts, developers, contractors, and vendors responsible for enterprise-wide service delivery.
- Serves as demand and resource manager for all ServiceNow module implementation requests, evaluating intake, prioritizing work, and allocating resources across concurrent projects.
- Led end-to-end implementation of large-scale platform initiatives — including CMDB buildout — from RFP development through vendor onboarding, project kickoff, and delivery oversight, including managing implementation partners, project timelines, costs, and scope changes.
- Manages financial planning and cash flow for platform operations, aligning spending with institutional priorities and project timelines.
- Represents UC Davis Health in the UC ServiceNow User Group (UC SNUG), collaborating across the University of California system on platform strategy and shared knowledge.
- Conducts routine staff performance development plans and discussions, building a culture of growth and accountability across the platform team.

Implementation & Operations Supervisor/Manager — Systems Integration

2015 – 2022

UC Davis Health · Sacramento, CA

- Managed the systems integration team responsible for all interfaces connecting Epic to clinical, hospital, and business systems across UC Davis Health.
- Served as portfolio and intake manager for new integration projects and enhancement requests, controlling the pipeline from initial request through resource allocation and delivery.
- Chaired the Interface Oversight Committee — a cross-functional body of clinical, hospital, business, and IT leadership that governed integration priorities and decisions.
- Acted as the organization's ServiceNow subject matter expert across intake, demand management, resource management, knowledge management, PPM, and all ITSM/ITIL processes.
- Created a quarterly newsletter highlighting integration project successes, bringing visibility to a critical but underrecognized function within the Epic platform ecosystem.
- Provided direct management of operational and project analysts, including performance development, resource planning, and workload distribution across multiple concurrent projects.

Analyst VI — Systems Integration

2012 – 2015

UC Davis Health · Sacramento, CA

- Led the integration component of a major ADT/Scheduling conversion — managing functional testing, integrated testing, issue resolution, and workload distribution across analysts and contractors.
- Managed the technical integration for replacing a legacy fetal monitoring system with a modern platform capable of direct data transfer of patient vitals — improving real-time clinical data availability.
- Led a federally mandated project ensuring scheduled medications (III–V) were ordered and processed in compliance with federal regulations.
- Oversaw nStream and non-radiological integrations, working with PACS to improve communications between Epic and clinical imaging devices including bronchoscopy and ultrasound.
- Met with physician champion groups to present findings on analysis requested, translating technical integration work into language clinical leadership could act on.

Programmer V/VI-Supervisor — Technology Operations Center

2005 – 2012

UC Davis Health · Sacramento, CA

- Supervised the Level 1 support team for UC Davis Health's IT operations center, maintaining first-call resolution rates between 65–80%.
- Built IT service management processes from the ground up — incident management, problem management, change management, and communication standards that became the IT department's operational baseline.
- Led the evaluation and implementation of multiple ticketing platforms, including migration from a Domino-based system through iET Incident Management review to the HP Service Manager suite.
- Developed communication process standards and templates for all of IT — establishing how the department communicated outages, changes, and incidents to the medical center.
- Implemented team-building programs and an incentive award system, and facilitated cross-team collaboration between Level 1 and Level 2/3 teams to improve escalation processes and resolution times.
- Led failure analysis meetings with management teams, ensuring root causes were identified and long-term solutions developed for all reported incidents.

EARLIER CAREER

Programmer III — Technology Operations Center

2003 – 2005

UC Davis Health · Sacramento, CA

Frontline technical support for the medical center and surrounding clinics. Participated in multiple Epic go-lives — base EMR, Ambulatory, Clinical Order Entry, and Physician Order Entry — providing real-time support during some of the most critical system transitions in the institution's history.

Sr. Computer Operator — IT Data Center

1999 – 2003

UC Davis Health · Sacramento, CA

Monitored mainframe server operations, managed monthly IPLs and system maintenance, and provided helpdesk support in a high-volume environment. Entry point into a 25-year career at UC Davis Health.

LEADERSHIP & COMMUNITY

Chair — Latinx Staff and Faculty Association (LSFA)

Current

UC Davis Health

- Leads UC Davis Health's Latinx employee resource group, fostering cultural engagement, professional development, and community-building across the medical center.
- Directs a six-member executive board — vice-chair, treasurer, secretary, and outreach coordinators — organizing quarterly institution-wide meetings and advocacy initiatives.

EDUCATION & CERTIFICATIONS

Bachelor of Science, Criminal Justice — California State University, Sacramento

Epic Bridges — Certified

Administrative Officers for the Future — Graduate

Epic User Group Meeting (UGM) — 2022 Attendee

Additional: EpicCare Inpatient Fundamentals · Clinical Administration · Staff Administration · Project Management Boot Camp · Business Requirements Training

References available upon request.