**SUMMARY:**

Highly effective Senior Technology Leader with over 15 years of experience specializing in strategic leadership, technology expertise and building high performance teams. Offering an array of skills in implementing new initiatives, logical problem solving, cross-functional collaboration, team leadership, written and verbal communications, talent acquisition, client, and stakeholder engagements. Proven ability in leading organizations and teams to new levels of alignment and achievements of corporate goals through people, process and technology strategies. Track record of success in completing projects and initiatives within time and budget to meet client deliveries in rapidly evolving technology sectors. My global experience is invaluable to companies networking in multi-cultural environments; fluent in four languages.

**CORE QUALIFICATIONS:**

\* Technology Leadership \* Business Acumen \* Staff Leadership

\* Software Development (SDLC) \* Data Development (ETL) \* Roadmap Design

\* Application Development (API) \* Budget Management \* Team Building

\* Program and Project Management \* Data Architecture/Warehouse \* Team Collaboration

\* Cross- Functional Team Leadership \* Strategic Vision and Execution \* Vendor Management

\* Data and Enterprise Architecture \* Database Architecture \* Client Management

\* Business Intelligence and Analytics \* Change Implementation \* Agile Coaching

\* Agile Transformation \* Product Management \* Operations Delivery

**Technical Skills:**

* **Agile Methodologies:** Scrum, Kanban, Lean and Extreme Programming
* **Agile Software:** Version One, JIRA, Rally (CA Agile), ServiceNow, Planview, Group Camp
* **Data Management (ETL):** SSIS, DataStage, Informatica, SAS DataFlux, SQL Stored Procedures
* **Data Base Architecture/Data Warehouse:** SQL Server, Oracle, Mongo DB, Data Fabric, Data Lakes, Teradata, MS Access
* **Software Management (SDLC):** WEB/UI/Digital Platforms – ASP.NET, C#, C++, JAVA, Angular, JAVA Script, J2EE, SVN Tortoise
* **Program/Project Management:** MS Project, Agile, Waterfall, Iterative, Hybrid
* **Business Intelligence and Analytics:** Tableau, Qlik, MicroStrategy, Cognos, SAS
* **Reporting Tools:** SSRS, Qlik, Dev Express, Crystal Reports
* **Healthcare Systems:** EHR/EMR Systems, EDI Claims, HIPPA Suite
* **ERP and CRM:** Salesforce, Success Factors, SAS, MS Dynamics NAV
* **Microsoft Tools:** MS Office Suite, Exchange, Windows, SharePoint, MS Teams, Skype
* **Virtual Communication Tools:** GoTo Meeting, WebEx, Zoom, Skype, MS Teams

**Global Teams Managed:**

* Advantmed – USA, Puerto Rico, India and Philippines (3 Teams and 35 Resources)
* Medica – USA, India (2 Teams and 40 Resources)
* OPTUM – USA, India, Germany, UK (7 Teams and 120 Resources)

**WORK EXPERIENCE:**

**Advantmed, LLC**

Senior Director of Technology – 05/2017 – Present

Provide strategic leadership between 6 cross-functional teams to ensure high quality and on-time client deliveries for Healthcare products and services. Provide end to end technology solutions for each product in 6 major arenas: Software Development (Web/ UI/ Digital), Data Development (ETL, Data Transport, Data Services), Enterprise Architecture (Business and Data), Operations Workflow, Financial Workflow and Client Delivery (Web/UI, Reports and Data Files). Motivate, train, and hire team members to support the organization’s needs for successful client outcomes. Provide coaching and leadership to 125 -130 team members that included Managers, Leads, Project Managers, Data Analysts, Software/ETL Engineers, Business Analyst, Quality Analyst, Product Owners and Stakeholders (Onshore and Offshore resources). Successfully implemented and streamlined products and services to achieve company goals on time and within budget.

* Product and projects implemented with an understanding of State and Federal privacy and compliance requirements related to HIPPA, HHS, CMS and NCQA guidelines.
  + **Analytics** – HEDIS and Stars, Risk Adjustment, RAF Uplift, Data and Claims Validation, Data Mining, Data Analysis, Data File Creation, Auditor Sample Creation, Submissions for Auditors, Data File transfer in different formats (Inovolon QSHR & QSI, Care Analyzer, Cotiviti, DST, DHS, ClaimSphere)
  + **Medical Record Retrieval** – EMR Download, MRT Retrieval process, Provider NPI database Implementation
  + **Medical Record Review** – HEDIS (Prospective and Retrospective Reviews), Risk Adjustment (Sweeps, RAPS, EDPS, RADV, ICD, CPT - Coding and data submission)
  + **EDI Claims** – Provide EDI file in x12 format for 837 Claims exchange
  + **Clearing House** – Set up technology bridges to exchange Claims data with clients via clearing houses. Implement data file intake for response files (999, 277 and 835)
  + **Patient Health Assessment (PHA)** – Create a platform to perform In-Home assessment, design test forms for Nurse Practitioners to input data through web interface.
  + **Telehealth Assessments** – Created a platform for Telehealth assessments in 3 weeks to support our In-Home services due to Covid-19
  + **Infrastructure** – Hi-Trust security, Cloud technology, Data Warehouse, Server updates
  + **Reporting** – Standard reporting for each product and creating queries in Web UI for clients to run Adhoc reports for their projects
  + **Software as a Service (SaaS)** – Create a software interface for client to use the Abstraction and coding platform to complete their own Medical Record Reviews
  + **Research and Development (R&D) –** Build proof of concepts to help the organization build products and services to help increase revenue streams

**MEDICA** (Senior Technical Consultant with Pleasant Consulting)

Agile Transformation Coach (Office of the PMO) – 10/2016 to 05/2017

Agile Coach in helping the office of the PMO establish strategies to help different teams adopt Agile methodologies. Stood up multiple teams to utilize Scrum process to deliver business value by utilizing technology. Helping different levels of the organization in their Agile transformation. Assist Sr. Leadership, Product Owners, Scrum Masters,

Developers, and Analysts (Business & Quality) on understanding the Agile Methodology and how to implement it within their teams. Work with each of the different groups on what role they play and how they can be effective in Value Driven Delivery. Hold coaching and training workshops on Agile transformation for business and technology teams.

* **Agile Transformation and Tools for the following teams.**
  + - * Data Warehouse / Analytics
      * Infrastructure
      * DevOps
      * Application/Software Development (Web, UI and Digital for internal or external Partners)
      * Business Leaders
      * Technology Leaders
* **Product and Projects:**
  + - * HEDIS ETL Data delivery to Verscend
      * HealthCare Data Dictionary and ERD Documentation
      * Data Warehouse/Lake creation for Third Party Administration (TPA) Client
      * Software as a Service for TPA
      * Application Programming Interface (API) for data transfers and services

**ANCHOR BANK** (Senior Technical Consultant with Q Consulting)

Senior Business Intelligence and DATA Consultant – 02/2016 to 10/2016

Senior Consultant responsible for helping the organization select the right Business Intelligence (BI) tool for business continuity. Provide guidance to the BI Team and Business Leaders on improving data accuracy and viability by streamlining the data quality and data flow process used across the enterprise and on the Web/UI/Digital platforms. Assist the PMO office on implementing best practices for Project Management and modelling processes to streamline project flow. Introduced the PMO to Agile transformation and created a proof of concept for their adaptation.

* **Products and Projects:**
  + Business Intelligence Vendor Selection and Implementation
  + Proof of Concept for Agile Transformation
  + Data Architecture and Modeling for BI Tools
  + WEB/UI/ Digital Interface Design

**OPTUM INSIGHT - UNITEDHEALTH GROUP COMPANY** (Senior Technical Consultant with ITC Infotech)

Senior Software, DATA and Agile Consultant – 05/2014 to 01/2016

Responsible for product delivery management utilizing Agile Methodology. Working with 7 teams and over 120 consultants to deliver 5 strategic products with budgets over 5 million dollars. Created statements of work (SOW), pricing models, solution design & concepts, managed and provided oversight for project portfolio for Affordable Care Act (ACA), risk adjustment/management and HEDIS (Quality and Stars) data exchange projects from data acquisition to data delivery for client submission to Government Healthcare systems. Provided team members with bi-weekly 1-on-1's, training and reviews. Managed full SDLC, from ideation to discovery, to execution, then to deployment. Facilitated Joint Application Development (JAD) sessions with Product Owners, Scrum Masters and technical teams to design, model and implement projects quickly by using Agile concepts

* Product and projects implemented with an understanding of State and Federal privacy and compliance requirements related to HIPPA, HHS, CMS and NCQA guidelines.
  + **Analytics** – Risk Adjustment, HEDIS and Stars
  + **Data Delivery** – File creations for Cornerstone platform, Edge Server submissions, EDPS file delivery, CMS platform delivery, Add and delete file submission
  + **Software Implementation –** Create WEB and UI interfaces for HEDIS and Pay for Performance (P4P) Measures for retrospective and prospective data insights, risk adjustment dashboard design and models
  + **Research and Development (R&D) –** Build Proof of Concepts to help teams in visualizing the product for delivery
  + **Agile Transformation –** Coach Product Owners, Scrum Masters and Development teams to self-organize using Agile methodologies. Coached 7 teams and 120 consultants in a cross-functional environment to use Agile concepts to improve delivery.

**IQDECISIONS**

Manager of Technology and Software Engineering – 05/2012 to 04/2014

A vendor for Qlik Software and implementations, I managed Business Intelligence (BI) projects starting from requirements gathering and design through Implementation. Created Statements of Work (SOW), Pricing Models, Solution Design & Concepts, and managed and provided oversight for the overall project portfolio on different projects. Consulted with Clients, Developer/Engineers, Infrastructure Consultants and Vendors to successfully implement Qlik solutions. Implementing new concepts by using people, process and technology we were able to grow and generate over one million dollars in revenue within the first six months.

* Projects were based on the Qlik software and hardware
  + **Business Intelligence –** Scorecard Dashboard, Analytics Dashboards for Executives, Benchmark Dashboard for Sales
  + **Software as a Service –** Create Software interface to use for Data analysis, Data mining, Data modeling
  + **Reports –** Scorecard PDF generation, Benchmark reports for Sales and Financial industry
  + **Licensing and Infrastructure Implementation –** Create Virtual/Cloud Servers to deploy Qlik Licenses and provide access to the teams to view the Qlik Software

**VTRIT- VOLT COMPANY**

Technical Project Manager – 08/2011 to 05/2012

As a Technical Project Manager, I developed and monitored efficient workflow of project budgets and schedules. Analyzed project plans and workflow issues during the design phase of the projects. Prepared project scope and communicated to management team on a regular basis. Assisted technical teams in requirement gathering, data analysis and provided an overview of the project plan. Monitored BI practices, designed projects accordingly and ensured integration of required components. Ensured all Software Development Life Cycle (SDLC) project were documented at each stage of development. Managed various BI SDLC projects with clear communication to all stakeholders until completion of the project.

* Project Implemented:
  + Custom Software Development – WEB and UI development
  + Reports (BI Dashboarding)
  + ERP Implementation
  + Technical Documentation and Training Manuals

**COMPUTER INTEGRATION TECHNOLOGIES, INC**

Technical Project Manager – 11/2010 to 08/2011

As a Technical Project Manager, I developed and monitored efficient workflow of project budgets and schedules.

Prepared project scope and communicated to Management team on a regular basis. Assisted technical teams in requirement gathering, data analysis, and provided an overview of the project plan. Monitored and designed projects accordingly and ensured integration of requirements were fulfilled. Personally, made sure all Software Development Life Cycle (SDLC) project were documented at every stage of Development. Managed various BI SDLC projects with clear communication to all stakeholders until completion of the project.

* Projects Implemented:
  + Servers, Software and Hardware Infrastructure
  + Custom Software Development – SharePoint 2010 development for internal use by clients
  + WEB development – Custom solution for Internet, Intranet, Extranet
  + Database Architecture – Data Mining, Migrations
  + Mobile Apps – Custom Application for Mobile Devices

**EDUCATION:**

* Ducere Global Business School – University of Wales Trinity Saint David (UWTSD)
  + Master of Business Administration
* University of Minnesota
  + Major: Microbiology
  + Minor: Chemistry
* International School Moshi
  + International Baccalaureate Program – Diploma

**CERTIFICATIONS:**

* Scrum Alliance (CSM): Certified Scrum Master®
* Microsoft Certified Systems Engineer Plus: Workstation 4.0, Server 4.0, Server and Enterprise.
* MCP (NT Track) Network Essentials, TCP/IP, Exchange 5.5, Proxy Server.