

ANKUR SHAH, MBA

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SOLUTIONS ARCHITECTURE ◦ TECHNICAL PROGRAM MANAGER ◦ AGILE LEADER ◦ END-TO-END HEALTHCARE

Visionary, results-driven business leader with success in delivering technology innovation, automation and IT operations for large-scale enterprise projects. Skilled at directing strategic business solutions in the form of process improvements while leading cross-functional teams to ensure regulatory compliance and valuable business outcomes. Proven track record across Salesforce, API Integration to and from the Big Data Lake, Platform and User migrations, Cloud software and testing, utilizing Agile, Waterfall methodologies and Rational Unified Processes for optimized implementation and performance.

HIGHLIGHTS OF DISTINCTION

- + Implemented Salesforce Sales, Marketing and Service Cloud with API integration, resulting in administration savings of \$3M per year while reducing Average handling time (AHT) by 1,200 seconds per 100 calls.
- + Introduced Tableau Dashboard to Business Partners and assisted with future enhancements and training, providing powerful analytics for call optimization, reducing call volume by 1,000 calls per month.
- + Moved legacy mainframe systems to state-of-the-art Facets system, migrating 500k members and architecting business rules to ensure automatic adjudication of claims; reduced overall administration costs by \$5M per year with 50% faster claims processing and lower dependency on third-party vendors.
- + Implemented TriZetto NetworX suite to empower contracts with access to modeling tools; reduced onboarding time by 50% and provided savings of \$2M per year.

VALUED EXPERTISE

Technology Leadership • Project Management • Software Development Life Cycle • Program Management • Testing • Technical Transformation • Change Management • Kibana • Budget Management • SQL • Facets Membership • Claims Specialist • Data Analytics & Big Data • Salesforce Service Cloud • Platform Migration • Agile/Waterfall Methodology • API Integrations • Product Ownership • Onshore & Offshore Team Management • Cross-functional Collaboration & Leadership

PROFESSIONAL EXPERIENCE

2011 — Present

AMENSYS INC - New York, NY

Senior Technical Program Manager - EmblemHealth (2015 - Present)

Led Salesforce Service Cloud Implementation used by 4K+ users, consolidating 3 customer service platforms that service 3.4M members and providers; leading 15 direct reports with \$50M budget over 2 years.

Senior Project Manager/Program Manager - EmblemHealth (2013 - 2015)

Directed high-visibility projects alongside other departments and a product manager, meeting weekly with CTO and CAO on scope and budget updates; led teams up to 75 people with budgets up to \$50M.

Project Manager - EmblemHealth (2011 - 2013)

Led transformation of ICD-10 project and Medicare renewal project, managing an overall budget of \$5M to meet new CMS and State mandates.

LEADERSHIP

- Utilized Agile methodology to ensure delivery met business needs, driving UAT 95% pass percentage on overall code delivery.
- Developed 6 senior project managers from diverse workstreams, assisting them with goal setting, developing contacts and identifying proper resources to deliver projects.
- Promoted to Senior Project Manager after delivering \$450k in YOY savings during Medicare renewal project, successfully managing the overall delivery.

API INTEGRATED SALESFORCE SALES, MARKETING and SERVICE CLOUD

- Partnered with 50+ EmblemHealth and Connecticare business leaders to align business expectations (Scope/Timeline) for development of Customer service and Backoffice tool, impacting more than 4K users and delivered 4 weeks early.
- Implemented the routing and queue management within service cloud that resulted in lowering average issue resolution time by 35%.
- Integrated EmblemHealth and Connecticare into one customer service application for 4,000+ users serving 3.4M members/providers in partnership with CTO and CAO, articulating executive level RAID; reduced Average Handling Time (AHT) by 30% while increasing use of Live Chat to reduce call volume by 10%.

TRUPROVIDE PROVIDER MAINTENANCE SYSTEM

- Led design for onboarding new leads to TruProvider, integrating Melissa Address Validation to improve communication and reducing overall provider credentialing by 20% with \$3M savings per year
- Integrated EmblemHealth and Connecticare into one Provider Maintenance application, reduced overall onboarding time and improved claims payment with cost savings of \$2M per year
- Introduced BOTs for provider sanction monitoring and created Cognos dashboard for productivity tracking and SLA monitoring, resulted in 15 FTE reduction, approximately 500K per year

MIGRATION OF LEGACY SYSTEMS TO FACETS SYSTEM INTEGRATION

- Migrated 500k members and architecting business rules to ensure automatic adjudication of claims; reduced overall administration costs by \$5M per year with 50% faster claims processing and lower dependency on third-party vendors
- Introduced parallel testing with legacy system at direction of CFO to ensure financial neutrality with new Facets team on claims payouts, confirming ROI calculations and ensuring major savings.
- Implemented TriZetto NetworX suite to empower contracts with access to modeling tools; reduced onboarding time by 50% and provided savings of \$2M per year

HEALTH EXCHANGE HEALTHCARE REFORM PROGRAM

- Created enrollment process within EmblemHealth to accept enrollment from health exchange marketplace, modifying billing/claims systems to fit evolving requirements, creating training documentation for customer service staff alongside product manager; drove visibility for members to see all participating doctors while enrolling through the marketplace and saved \$800k through proactive forecasting.
- Collaborated with NY State (NYSDOH) on integration, supplying eligibility files for 7 pricing vendors and managing a \$2.5M budget for two years; generated 50,000 new members.
- Introduced BOTs for provider sanction monitoring and created Cognos dashboard for productivity tracking and SLA monitoring, saving overhead costs of \$100k per month.

ICD 10 PROGRAM BUSINESS RULES REMEDIATION

- Converted 17,000 ICD 9 codes into 160,000 ICD 10 codes, bringing greater accuracy to coding, claims, pricing and contracting to the claim adjudication systems.

2011 — 2011

SAIBERSYS INC - New York, NY

Senior Business Consultant (Project-based role)

Managed business requirements, process and workflow analysis, functional specifications and documentation, testing applications, implementations, training and post implementation support for healthcare systems, impacting 500+ users.

- Analyzed CMS requirements to meet Medicare Advantage open enrollment and claims processing rules, identifying 8 redundant processes to drive 15% cost savings; earned employee of the month for results.
- Drove readiness of IT claims system during GuildNet service area expansion of ASO vendor for EmblemHealth's Medicare members Automated and created process improvements within the Sales and Government Assisted Programs departments to bring nearly 35,000 new members per enrollment period.
- Collaborated with report users and stakeholders to understand problems, customer requirements and business scenarios, defining scope of project.
- Partnered with business and design teams to prepare SRS, software design document, user interface design, application architecture and database modeling, delivering app 3 weeks early.
- Participated in testing efforts including integration tests, regression tests and user acceptance tests, completing testing 3 weeks early while discovering 20 bugs.
- Leveraged SQL queries to filter data within Oracle database tables, supporting data mapping and logical data modeling.

Environment: Market Prominence, IBM Mainframe, MS Office, Rational Clear Case, Rational ClearQuest, Rational, Ingenix Stepwise, Visio

2010 — 2011

APPLETON SENIOR CARE - New York, NY

Business Manager

Partnered with system users to identify problems, business requirements and technical solutions, utilizing Rational Unified Process (RUP) to configure and develop process, standards and procedures.

EDUCATION

University of North Alabama - Florence, AL
Master of Business Administration (MBA)

University of Mumbai - Mumbai, India
Bachelor of Commerce

ADDITIONAL INFORMATION

Language: Hindi (Native)

TECHNICAL PROFICIENCY

Programming Languages: Java, JavaScript, SQL

Platforms/Software: Facets, Salesforce, NetworX, Care Management, Cloudera/Oracle Big Data, Kibana API index search;

Methodologies: Agile, Waterfall, and Rational Unified Process;

Business & Modeling Tools: MS Visio, MS Project, Rational Rose, UML, Rational Requisite Pro, Rational Clear Case, Rational ClearQuest, MS SharePoint, HP Quality Center, IBM Mainframe, Reading XML, Clarity;

Testing Tools: JIRA, Rational Test: Robot, Mercury Tools: Win Runner, Load Runner