

# SHASHI BHUSHAN

Sr. IT Project Manager,  
Agile Product owner and Scrum master,  
IT Delivery Management - Healthcare Pharma

## KEY SKILLS

### Management

- Project /Program management
- Delivery and Risk management
- Governance and Communication management
- Client and Stakeholder management
- SOW/Proposals, Change Order, Estimations, bid defense, Up selling/Cross selling
- Leadership and People management
- Creating High Performance teams
- Thought Leadership, Problem solving
- Strategic thinking and Project planning
- SLA/Operations Management
- Disaster Recovery, Business Continuity plans

### IT Services Industry Domain

- Understanding of Healthcare ISVs
- Hosting and Managed Services Delivery
- Healthcare Payer Analytics, Patient Support Programs (PSPs), Health care Claims
- US healthcare Enrollment
- LIMS & COTS
- eCommerce, ERP & Retail

### Emerging Technologies & Tools

- Understanding of Cloud platforms implementations AWS, Microsoft Azure
- Artificial Intelligence (AI) and Machine Learning (ML) to lead high performance Automation Initiatives
- Agile/Lean, SCRUM, Kanban
- Digital and Analytics
- Microsoft Project plan, Primavera, Confluence
- User (UX) and Customer Experience (CX)
- RPA-uiPath, Automation Anywhere
- CI/CD-Jenkins
- CMS (Content management systems)
- Adobe Experience Manager

## OBJECTIVE

To be a part of a growth oriented organization that offers opportunities to learn and grow. I am seeking a challenging assignment in Project/Program Management and Delivery management to drive business growth and high value to the customers.

## SUMMARY

- A Senior IT Project Manager with nearly 16 years of total experience in IT spanning across Project and Program management, PMO, Client interaction and Client management, Consulting, Stakeholder Management and IT Risk Management.
- Experience in managing Programs in Healthcare, eCommerce, Retail and ERP domains for international clients.
- Extensive experience in Healthcare Pharma Project executions in Healthcare ISVs, Patient Support Programs (PSPs), Payer Analytics, Patient 360, Claims processing
- Extensive experience into LIMS (Laboratory information management system) tools customization, COTS (Commercial off-the-shelf).
- Extensive experience in managing large scale technology, End to End Core and outsourcing projects encompassing client and offshore/onshore planning, implementation and maintenance of systems in the IT, Compliance and Risk management.
- Experienced in strategic Project planning and Governance of large programs.
- Extensive experience in managing SaaS Implementation and Platforms, IaaS/PaaS Implementations, Automation programs on RPA –UI Path, Blue prism.
- Experienced in managing Digital and Analytics programs
- Experienced to managing development of website, desktop applications, Android applications using CMS and AEM.
- Agile leader certified and proficient in leading engagements based on Agile Scrum, Agile Kanban, Lean and DSDM.
- Skilled in mapping requirements of clients as well as the different stakeholders, functioning as single point of contact for delivery, assisting in developing, implementing & customizing processes.

## TECHNOLOGIES

- Cloud Computing- Cloud, AWS & AZURE
- Integration Tools - MuleSoft, Apigee, BizTalk & File Mover
- Job scheduler- Robot & Control-M
- IBM- AS400, RPGLE, JDE & Synon
- Tools-Jira, Service now, SharePoint & SM9
- Databases-SQL, MS Access, Oracle, Db2/400
- Microsoft - .NET Framework, Visual studio, VSTS

## CERTIFICATIONS

- AI Certification from Uдеми
- Scrum Master, ID: 61172076364979
- Scrum Product Owner, ID: 29703091628383
- DB2 & Visual age for JAVA
- Project Management certification by Wipro

## AWARDS & ACHIEVEMENTS

- Inspiring Badge Performance
- BU Excellence Awards

## ACADEMIC BACKGROUND

Master of computer applications, Birla Institute of technology, Nainital

## PROFESSIONAL EXPERIENCE - 16 YEARS

**Sr Project Manager, Global IT services | Wipro Tech, Bangalore.**

**Domain- IT Services in Healthcare Pharma,**

**Client- Caremark Rx Claim (USA)**

**Headcount Reporting Span: 30+ (USA & India)**

### Dates From 2013 Mar- To till date

- Program strategy, project plan in MSP, Confluence, Establish Communication strategy and matrix, Stakeholder mapping, Program layout and Ecosystem/Environment strategy, Resource on boarding, Project control management, Risk governance and management, Project Status reporting etc.
- Extensive experience in leading Health insurance types- Rx Claim including e-Claim, Manual Claim, Test Claim, Paper Claim, Batch Claim, Ez-Test Claim.
- Leading projects in Healthcare ISV- Independent S/W vendor
- Leading tool Development projects for Healthcare Payer analytics.
- Experience in Design and deployment of End to End systems that offer Patient 360-degree view of patient data, tasks, treatment timelines, progress, and future appointments—all in a flexible, extendable, secure system.
- Experienced in Patient Support Programs (PSPs) management system to support of Digital Platforms.
- Experience into LIMS (Laboratory information management system) tools customization, COTS (Commercial off-the-shelf).
- Experienced in applying RPA-robotic process automation in Automation Programs to deliver high value to our customers.
- Responsible for E2E Technical Assessments, Impact Analysis,
- Fit-Gap, Technical and Project based reviews, Project and Task management, Milestone management, Client Interfacing.

**Sr. Consultant (Technical Project Management), IT Services | Apar Technology, Kuala Lumpur, Malaysia.**

**Domain- IT Services in Oil and Gas Industry, British Petroleum (KL), Headcount Reporting Span: 20+ (India, KL)**

### Dates From 2012 JUN To 2012 DEC

- APIs are transforming the world. Businesses are using APIs to achieve digital transformation that might mean moving faster, creating an agility layer, Achieving customer-centric goals, or generating revenue.
- Legacy systems are quite old and seems to be expensive for per transaction. Goal is to build micro-services & Digital Commerce Mobile Payment applications for better engagement with end users.
- Created and managed E2E Project charters, Project plans, Task trackers and Deployment/Cut-Off plans for entire life cycle.
- Responsible for Project and Task management, Risk governance, Mentoring and Coaching the team, Client interaction etc.
- Responsible for E2E Technical and Functional Leadership to the project team. Created
- Managed large engagements of different IT ERP modules for British Petroleum, for example Human resource management, Customer relationship Management, Material requirement planning, Supply chain management and Finance management.
- Experienced in Agile development engagements, Resource and capacity planning. Supported development and software QA to ensure optimal progress and project stability for end users.
- Trained team members on Development processes, coordinated with customer to gather requirements and manage business expectations. Key areas and Technologies used in the Projects- AS400 and JDE Data Migration and PL/SQL

## VISA STATUS

US B1 Visa Status Valid till 29th Jan 2027

## CONTACT

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## DECLARATION

I consider myself familiar with IT Program and Project management/Governance, IT Delivery management, Professional and Managed Services, IT Risk management role aspects. I am also confident of my ability to Lead multiple large projects/programs for value and execution. I hereby declare that the information furnished above is true to the best of my Knowledge.

Shashi BK Mall

**Project Leader, Global IT services | IBM Private Limited, Kolkata (India) & UK**

**Domain: IT services for Pharma, Johnson and Johnson (UK)**

**Headcount Reporting Span: 10+ (UK & India)**

### **Dates From 2007 OCT- To 2012 APR**

- Create and managed major enhancements and customization and deliverable for Johnson & Johnson.
- Extensive experience in Healthcare Pharma Project executions in Healthcare ISVs, Patient Support Programs (PSPs), Payer Analytics, Patient 360, Claims processing
- Responsible to project Technical and Functional leadership to the team.
- Responsible for E2E Technical Assessments, Impact Analysis, Fit-Gap, Technical and Project based reviews, Project and Task management, Milestone management, Client Interfacing.
- Responsible for Development of enhancements, Technical Support, monitor workflow and make timeline adjustments as needed Implement and maintain development best practices.
- Worked as part of as interdisciplinary team to achieve project milestone.
- Have taken knowledge transition from client side (UK) for entire Johnson & Johnson six systems, involved in coding, Review, analysis and requirement gathering.
- Key areas and Technologies used in the Projects- o JDE and AS400 Implementer to promote objects in Production Environment.

**Test Lead, IT Services | BirlaSoft Limited, Noida, India**

**Domain- IT Application support in Real Estate, Countrywide (USA)**

**Headcount Reporting Span- 5+**

### **Dates From 2006 APR- To 2007 OCT**

- Experienced in testing the code up to UAT level, Test case design and execution using test director and QTP, finding error & Defects and fixed for Countrywide DRM project.
- Extensive Experience in creating Test strategy and Validation plan, Test Case Design and Test management, E2E Testing across different phases.
- Understanding of key principles of Testing to qualify and release IT systems for Production.
- Experienced in change management to promote the objects.
- Key areas and Technologies used in the Projects-Turnover- and Aldon

**Software Engineer | Tata Consultancy Limited (TCS), Noida**

**Domain- Healthcare IT, Clients- Walgreens (USA)**

### **Dates From 2005 JUN- To 2006 APR**

- Experience in Development to automate the distributed centers for Walgreen.
- Involved into business requirement and gathering and daily standup meetings with stakeholders.
- Key areas and Technologies used in the Projects-Synon, RPG, DB2/400, Turnover and Aldon

**Programmer | Oswal chemicals & Fertilizers Ltd**

**Domain- ERP IT, Clients- Inhouse**

### **Dates From 2003 Aug- To 2005 JUL**

- Developed various program as per organization requirements and maintained them
- Key areas and Technologies used in the Projects-Synon, RPG, DB2/400, Turnover and Aldon