ALIZA KHAN

Houston, TX 77002

240-517-6047 • alizakhn1@gmail.com • www.linkedin.com/in/aliza-khan-mba

_____

PRODUCT MANAGEMENT
DIGITAL TRANSFORMATION ‖ BUSINESS SOLUTIONS ‖ SERVICE DELIVERY

EXECUTIVE SUMMARY

Driven software specialist, certified Product Owner and ScrumMaster with years of experience deploying, supporting, and serving as a Subject Matter Expert (SME) for enterprise software solutions (ERP), custom off-the-shelf solutions (COTS), and custom applications utilizing both Waterfall and Agile methodologies in a software development lifecycle (SDLC). Adept at defining specifications, addressing risks and dependencies, meeting project deadlines, optimizing results within scope and constraints, contract management, and technical documentation. Consistently exceeds client and employer expectations. Recognized for integrating business capabilities and development background into the technical settings.

CORE COMPETENCIES

- Artificial Intelligence (AI)
- Business Development
- Strategic Planning
- Goal Setting
- Team Management
- Information Management
- Risk Management
- Cross-Functional Teams
- Process Improvement
- Communication Management
- Project Management
- Business Acumen

- Collaboration
- Problem Solving
- Data Analysis
- Program Management
- Solutions Delivery
- Roadmaps
- Frameworks
- Reporting
- IT Transformation
- Project Implementations
- SaaS

- Business Requirements Gathering
- Project Status/Schedules
- Testing
- Software Development
- Customer Relationship Management
- Vendor Management
- Software Licensing
- SDLC

PROFESSIONAL EXPERIENCE

PRODUCT OWNER, DATA & AI   Jan 2018-Present
IBM WATSON –NEW YORK CITY, NY
- Provide leadership for developing AI driven products E2E for Medical Imaging, Value Based Care, and Oncology solutions. Manage multiple platform engineering squads focused on AI Model Training, CI/CD, and Data Storage cross functional teams (including Salesforce operations) to ensure a world-class technology solution offering that delivers unique value for clients and enables continued growth and market leadership.
- Directed digital transformation and integration of all commercial applications including Workday, Salesforce and CPQ platform (service path) process automations, enhancements, and integrations to improve efficiency
- Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development
- Improved product GP by +500% by prioritizing effort to reduce cost and optimize backend.
- Increased monthly active users by +150% and improved churn by +30% through nurturing via email campaigns, user experience improvements, and marketing efforts.
- Launched features and experiences: Object Detection, UX/UI for Discovery, Developer Tools
  Successfully implemented Salesforce/SFDC, on-boarding a total of 700 users with 90% on mobiles
  s

SENIOR CONSULTANT, TECHNOLOGY STRATEGY ARCHITECTURE   June 2014-2018
Deloitte LLC – NEW YORK CITY, NY
- Served in Technology Architecture and Strategy centralized oversight, improved data quality for key regulatory and risk reports, and accelerated technology and operations; performed roles including Project Manager, Technology Strategist, Product Owner, Systems Quality Assurance Tester, Solutions Architect, Communications Manager, Requirements Analyst; Public sector clients: Department of Defense, Department of Veterans Affairs, US Custom Border and Patrol (Held Secret Clearance)
- Led cross functional agile scrum team that delivered security reporting mechanism/system to client resulting in improved overall security of the systems
- Conducted full scope marketing support within Deloitte's health plan practice to include opportunity identification, capture strategy, and development of intellectual capital and proposal responses; business development efforts contributed to more than $100M in new revenue over four year
- Defined strategy for Veteran Affairs' system architecture framework and built holistic view of customer data integrations from multiple sources that produced a single source of data in real time to enhance customer service

- Supported pilot project implementation and testing of Department of Defense client's $4.3B Cerner electronic healthcare records system that allowed operational medical facility to serve more than 20K military beneficiaries

HEALTHCARE PROJECT MANAGER, ELECTRONIC HEALTH RECORDS 2013-2014
CareFirst BlueCross BlueShield –Baltimore, MD
- Supported 27+ multi facility healthcare systems throughout North America with Electronic Health Records (EHR) Patient Portal implementation services (FollowMyHealth).
- Facilitated requirements working sessions with system owners and functional stakeholders
- Consulted with clients to understand needs, assess current workflows, and configure products to optimize functionality
- Served as a client's application expert to ensure system set up supported workflow decisions
- Facilitated product training sessions with clients and conducted training follow up calls to ensure client competency in product functionality and readiness for Go-Live
- Advised Meaningful Use Requirements and industry best practices to ensure interoperability private medical providers

---

EDUCATION

MASTERS OF BUSINESS ADMINISTRATION
University of Maryland, *College Park, MD*
BACHELOR OF SCIENCE IN PUBLIC HEALTH AND ADMINISTRATION
University of Maryland, *College Park, MD*
Outstanding Achievements Award Winner

CERTIFICATIONS

Business Process Manager Certificate – Signavio
Salesforce Admin Certified – IBM
Certified Scrum Product Owner®

TECHNOLOGY

Microsoft Office Suite (including Word, Excel, PowerPoint, Outlook), Microsoft Project, SharePoint, Allscripts Pro EHR, Allscripts PM, FollowMyHealth, Salesforce, VPN, Native Mobile App, Targetprocess, Monday.com, Microsoft SQL, Signavio, Business Process Standardization, Business Process Mapping/Modeling (BPMN 2.0), ITIL Standards, Microsoft Teams, Cerner Millennium, Microsoft Visio, Agile, JIRA, Asana, WebEx, AWS Cloud Practitioner concepts, Single Sign On, Workday, Salesforce CPQ enhancements & Financial services, Adobe Photoshop/Indesign, UX/Research