

**Fasih**

**Professional Summary:**

15+ years of experience in Health Care IT specializing in Client Engagement, Program/Delivery Management & operations, Test Management & Architecture, Domain solutions, and Business Excellence.

**Skills:**

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| ✓  | **Delivery:** Client Success, Account planning, Project setup & planning, Contract management (SOW & MSA), project delivery & escalation management, risk planning & mitigation, production support, global delivery model, Cost models, SDLC, iterative & agile methodologies, Quality review (PQI) & improvement plan, customer satisfaction (CSAT).  |
| ✓  | **Technical:** Java Programming/scripting, SQL Server, Oracle, QTP, Scaled Agile Framework, software development support tools like Maven, Ant & Jenkins; testing tools such as JUnit, Selenium, TestNG, SoapUI, etc and Agile tools – DevOps, Jira & Digital Ai, etc.  |
| ✓  | **Operations:** Resourcing (Demand, fulfillment & resource management), % utilization, Margin improvement, Headcount & Revenue projections, Delivery non-conformance review and action plan closure, Billing & invoicing, AR tracking & closure, and Scorecard review.  |
| ✓  | **Testing:** Test Architecture, Strategy, Planning, Design, Execution & Reporting, QA Processes and Methodologies, Test Automation, Performance Testing, Agile Testing (CI-CD) and Defect Management Life Cycle  |
| ✓  | **Business expansion:** Account plan & org chart mapping, portfolio analysis, creating pipeline opportunities, competitor analysis, client interaction, problem understanding, and solution development and drive RFI/RFP process to closure, BU projections & review.  |
| ✓  | **Domain:** Healthcare payer (Commercial, Government & Blues), QNXT, Facets, ITS, HIPAA, EDI, Care Management, Claims, Membership, Provider, CMS PBP Filings, Payment Integrity and Benefits & Pricing. Understanding health care provider products and abreast with the latest payer trends.  |
| ✓  | Understanding of the latest concepts & technologies like Digital (Cloud – AWS/Microsoft Azure), Modernization, Automation (RPA – UiPath), DW & analytics cloud, etc., and the ability to synergize with internal COEs & onsite client partners to create opportunities and solution aligning to client’s business. Conversant on application management, platform migration & decommissioning.  |

**Certifications:**

* Microsoft Azure Cloud Certified
* CSM – Certified Scrum Master
* SAFe Agilist

**Professional Experience:**

**Program Manager (Blue Cross Idaho) Sep’23 – Till Date**

**Client: Stellar Global Solutions**

**Responsibilities:**

* Playing a crucial role in ensuring the smooth operation and delivery of IT Transformation & Services.
* Incident Management using Jira & Service Now: Oversee the resolution of production incidents, ensuring timely communication with stakeholders and minimizing downtime.
* Service Level Agreements (SLAs): Monitor and ensure compliance with SLAs, reporting on metrics and performance to stakeholders.
* Change Management: Coordinate and manage changes to the production environment, ensuring proper testing and risk assessment are conducted.
* Problem Management: Identify root causes of recurring issues and implement long-term solutions to prevent future incidents.
* Stakeholder Communication: Act as the primary point of contact for stakeholders, providing updates and managing expectations regarding support activities.
* Process Improvement: Continuously assess and improve support processes to enhance efficiency and effectiveness.
* Budget Management: Assist in budget planning and management related to support services and tools.

**Role: Success Manager, IL-USA**  **Feb’21 – Aug 2023**

**Client: Simplify Healthcare**

**Responsibilities:**

* Accountable for overall service delivery, and client success and provide innovative solutions for business operations.
* Responsible for the implementation of Commercial & Medicaid Benefit Plan Management solutions for a leading Health Plan.
* Supported successful PBP filings ensuring CMS compliance and regulations, Managed successful Cloud Migration Program (On-Prem to Microsoft Azure) and transformation to Agile Delivery Model with DevOps adoption.
* **Operating the accounts with a 100% Client Success rate and >Successful farming by business expansion (implementing more product suites across the line of business.**
* Managed large-size Cloud Migration for 16 on-prem applications to Microsoft Azure.

**Role: Engagement Manager, USA June’10 – Feb’21**

**Client: Aetna, Anthem, HCSC, & Discovery Health Partners**

**Responsibilities:**

* Manage both Information Technology & Business Operations (KPO) for various healthcare accounts.
* Key responsibilities include Project planning & set up, Contract finalization (SOW & MSA), Resourcing, P&L management, Executive Leadership Reporting, Delivery oversight, business development, leads/opportunity pipeline generation; driving RFI/RFP response process, and managing all customer relationships.
* **Operating the accounts with a 100% Client Success rate and >50% Gross Margin.**

**Education:**

Bachelors from Rajiv Gandhi Technical University (M.P. India), July 2002