Keith Birch

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Professional Summary

Detail oriented, motivated, Project Manager with over 17 years' experience managing various projects with a special emphasis on Infrastructure projects for Health Care. A proven leader with experiences as a Project Manager in Healthcare, Banking and Hospitality, seeking to leverage my experience as a Project Manager with a leader in Healthcare. A critical thinker, with an ability to communicate at various levels, gather requirements, lead diverse teams, uses root cause analysis process, driving resolution to complex technical/business problems and working with a global team with geographically distributed colleagues are some of the experiences I will bring to the table.

- Project Manager for new Health Plans in Puerto Rico, Ohio, Mississippi, New Mexico, US Virgin Islands, including expansions, relocations and refreshes in various location for Molina Healthcare.
- Specific experience working with provider teams in implementing new process, programs that increased efficiency. Working with cross functional teams for the development and implementation of delivery of new or enhancing existing programs.
- Experience in Hospital/Clinic opening, working with providers, onboarding them onto our systems, SLA, policies, ensure HIPPA Compliance, network/telephony stress test, staff training and change management.
- Leveraged Lean Six Sigma to increase efficiency, using Value Stream Mapping/Root Cause Analysis/Initiating Kanban Boards/Mistake Proofing.
- Responsible for formulating and administering program budgets and the day-to-day management thereof as well as program evaluation and analysis to settle strategic direction, program design, and compliance with regulatory directives.
- Provide a platform for communication and relationship management -- engage stakeholders for buy-in, relieve bottlenecks & complexity.
- Measured KPI with leading and lagging indicators, to track performance.
- Use the proper Change Control mechanism for any planned or emergency changes that affect business and ensure communication is clear and timely.
- Strong Training background on Operation Excellence tools, documentation, Visio diagrams, MS Project, Confluence, Smart Sheets, Jira.
- Focus on team building, transparency, be a champion of the team, but hold teammates accountable for their performance and deliverables.
- Successfully managed and coordinated projects, including a single project with a team of 79 and a budget of $ 4.8 million. Delivered over 180 projects with an overall budget of $19.1 million.
- Kaizen- Continuous improvement is a way to constantly improve my skills as a leader and those who I support, it creates a culture of excellence.

Proficiencies:

Business Analysis	Change Management	Stakeholder Management
System Analysis	Communications Planning	Requirement Gathering
Kaizen- Continuous Improvement	Vendor Management	Problem Management
Quality Control	Process Improvement	Fluent-Spanish//English

EXPERIENCE:
IT Project Manager   **Jan 2021 to Date**

UCLA Healthcare, Los Angeles, CA
An IT Project Manager who is leading, directing and executing projects for the leading hospital in Los Angeles and ranked sixth in the entire USA. My focus of projects is in the Office of Health Informatics and Analytics**.** Working on infrastructure and Data Analytic projects.

- Implementing Power BI to the enterprise to harness the cost saving efficiency and using technology for a high ROI.
- Upgrade the Collibra Platform to the newest Data Governance, to establish a shared business language which will be scalable.
- Mule Soft Upgrade, as a part of the Collibra Platform Upgrade, we are simultaneously upgrading Mule Soft with the latest version.
- Azure Migration, for Data Warehousing.
- Clarity Server Upgrade
- Infrastructure procurement
- Risk Assessment

Change Program Manager   **Nov 2019 to Mar 2020**

Union Bank. Monterey Park, CA
Responsible for handling a critical Matter Requiring Attention (MRA) for a large International Bank. Used a structured ADKAR Analysis model approach to effectively drive organizational success. Due to the critical nature of the project I instituted a Lean Six Sigma approach. Responsible for leading the project including Business Analysis/Requirements Gathering to remediate vulnerabilities for approximately 15678 devices worldwide, 73 Software Packages and 73467 vulnerabilities. As the Change Manager I worked as a coach for senior leaders and executives in helping them fulfill the role of change sponsor. I created & implemented change management strategies and plans that maximized employee adoption and usage, which minimized resistance. This led to increased benefit realization, value creation, ROI and achieved the desired results and outcomes on a global change management project.

- Created an ADKAR Analysis model to guide, communicate and coach the stakeholders.
- Introduced Value Stream Mapping to the process and reduced 3 touchpoints, which increased efficiency and lowered cost by 19%.

- Developed test cases from analyzing business, functional, system requirements and diagrams during the design phase of projects that achieved 100% accuracy of the goals the business wanted achieved.
- Used a 4-step iterative process of requirement gathering- Requirements Elicitation/Analyzing Requirements/Validating Requirements/Documenting Requirements.
- Gained agreement on KPI from stakeholders reviewed them weekly and adjusted them appropriately as the changing needs of the business.
- Select software that will mitigate the vulnerability, get a new package built and then did a UAT, on successful completion of UAT it was pushed to users.
- Directed Technical Resource in remediation efforts, related to uninstall software, packing/deployment and testing upgrades.
- Follow the Change Control Protocols to ensure that risk is mitigated.
- Put in Evergreen Process so this risk is mitigated continuously, by documenting who owned the software, monthly tracking of CVE, designated testers.

International IT PM   **May 2019 to Aug 2019**

Dine Brands Global, Inc. Glendale, CA
Hired to standardize and streamline international New Restaurant Openings for Dine Brands Global, Inc worldwide expansion. This opening in Ecuador was used as the benchmark for all future international openings.

- Since this was a prototype, quality was guided by Define, Measure, Analyze, Improve, Control.
- Budget for this project was $987,000 and the timeline was 4 months.
- Selected Oracle as the Hardware Supplier as well as used their Enterprise Menu Server, which we spun up on our own AWS.
- Established SLA and KPI with our franchisee partners in Ecuador for a successful opening.
- Built a test lab at the Glendale Restaurant Support Center to build the exact replica of the hardware and software that would be used in Ecuador and further international openings.
- Used Oracle's team to setup the hardware, software, and used AWS to keep the EM server with Database.
- Completed UAT to check software and translations in Spanish, ensured that the database was tested successfully.
- Worked with the Ecuador team to order hardware and ensure they were using the same version of software, hardware.

IT Project Manager   July 2013 to May 2019

Molina Healthcare, Inc. Long Beach, CA

IT PM assigned to the Enterprise Infrastructure Services team, to liaison with the Business Teams provided project management and leadership for all IT endeavors. Drove new builds, acquisitions, infrastructure projects, incident management, system integration, upgrades, system refresh, relocations, site expansions. Due to HIPPA regulations quality was incorporated in every aspect of the project, mistake proofing, establishing Kanban Boards, for added agility.

- IT PM for the Molina Healthcare of Puerto Rico Health plan, with an IT Budget of $2.8 million for over 710 employees.
- Implemented a sunken IT assets infrastructure reuse program when bringing up the Mississippi health plan for over 287 employees and reduced cost by $739,000.
- Successfully opened the South Carolina health plan in 63 days, due to delay in being awarded the contract by the state.
- Responsible for opening the Molina Medicaid Solution office in the US Virgin Islands.
- Worked with Share Point Architects and Business Teams to upgrade the Share Point 2010 to Share Point 2013.
- Windows 2003 to Windows 2012 server upgrade, we had to upgrade over 691 servers along with server application and enterprise software.
- Providing effective communication between all stakeholders, contributors, customers to ensure they were well informed and had the latest information.
- Kaizen- constantly used feedback from all stakeholders, contributors, customers, sponsors on how we could improve our process for our next project.

Selected Accomplishments:

Project Manager   (Molina Healthcare of Puerto Rico)
Molina Healthcare, Inc.

Was sent to Puerto Rico to open the new Health Plan. Initially as the Project Manager but stayed on as the Service Delivery Manager. Responsible for bringing up 5 offices and coordinating IT activities for 2 outsourced call centers. Started with 2 employees and when the project was completed, we had 700. The time frame to bring up this entire project was 87 days.

- Scope of work was opening the main office in San Juan for 531 employees, satellite office in Caguas, Humacao, Ponce and Yauco for a total of 729 employees.
- Was assigned to be the first Service Delivery Manager as I had built this site from the ground up.
- To better serve our staff in Puerto Rico, I established a new help desk and hired three help desk agents, who were fluent in Spanish.

- IT Support levels were established L1 & L2 were handled on island, L3 & L4 were routed to the main help desk in Long Beach, CA.
- Established SLA that were specific to the health plan in Puerto Rico.
- KPI were established, since this was a new plan there was no history and we kept adjusting it based on feedback and results.
- Setup three call centers to handle, two to handle telemedical calls and one for mental health

Project Manager/General Manager-   Jan 1994 to Jan 2012
Darden, Inc. Orlando, FL

- General Manger for restaurants that had an annual turnover of over $4.5 Million, with 113 staff reporting to me.
- Coordinated the implementation of 9 IT Upgrades including hardware and software instillations with a total budget of $775,000.
- Coordinated with numerous vendors/contractors and stakeholders to execute a seamless IT installation experience, VoIP (Voice over Internet Protocol).
- Conducted end-to-end daily testing to ensure quality systems delivery and to prevent system emergencies prior to handing over the product to clients.
- Assisted project manager for adding new business offices with a budget of over $8.2 Million while reducing schedule by 2 weeks or (10%).
- Planned structural remodel for business operation with a budget of $2.9Million.

Education:

Western Governors University, Utah	Bachelor's in Business (Fall 2022)
Certified Scrum Master	Scrum Alliance
ITILv3 Foundation	Axelos
Agile Coach	International Consortium for Agile

Professional Affiliations:

Project Management Institute – LA Chapter (PMI – LA)
Toastmaster Club – Daybreak Santa Clarita