

# Robert Smith

## *Sr. Business Process Manager*

### **CONTACT DETAILS**

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### **PERSONAL STATEMENT**

Over 17 years of data processing experience including system design/maintenance, analysis, development, maintenance, and installation. Possesses extensive experience in COBOL, CICS, DB2 IMS DB/DC environments in industries such as healthcare, financial, and telecommunications. Has over twelve years of experience in Medicaid (MMIS), and HIPAA. Has performed multiple consulting roles as senior software architect and senior system analyst. Possesses effective organizational and communication skills.

### **WORK EXPERIENCE**

#### ***Sr. Business Process Manager***

**EMedNY New York State Department Of Health(NYSDOH) - May 2003 - 2020**

##### *Responsibilities:*

- The project is broadly divided into the following subsystems, Claims Processing, Provider, Reference, Client, Third Party Liability(TPL), SURS(Surveillance and Utilization Review), and MARS(Management and Administrative Reporting) etc.
- Am currently involved in the Phase II Claims Pricing and Adjudication system.
- The eMEDNY System is divided into 2 phases Phase I and Phase II.
- Phase I (Version 3.2) is the Real-time Claims (24x7) Processing of Pharmacy Claims, meaning that when the claim comes in the eMedNY system, it gets processed in less than 2 seconds and the responses are sent to the Provider.
- Phase II is from the Cclaims Processing perspective is the Claims Pricing and Adjudication of Medical and Institutional claims.
- These claims are categorized into Institutional or Professional (including Dental) depending on the type of Invoice or Invoice Type.
- Phase II is a combination of Batch and Real-Time.

#### ***Business Process Manager***

**Delta Corporation - 1999 - 2003**

##### *Responsibilities:*

- Responsible for the management and leadership of 30 consultants supporting a multi-year phased rollout of SAP functionality for Core Financials, .
- Led the overall testing program and the go-live for a major bureau implementation of SAP.
- Responsible for Business Planning & Order Management Stabilization in Multiple product lines Implemented Lead Time Availability to Promise logic .
- Lean leader for site driving continuous improvement across manufacturing, engineering, sales, and operations Process owner for all operational, .
- client role); Program Manager; Project Manager; PM Mentor; Production

### **SKILLS**

Needs Assessment  
Program Evaluation Lean  
Six Sigma Information  
Technology Process  
Engineering  
Requirements.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

Support Manager; Production Support Team Member; Information Security Team .

- Lead and manage all aspect of implementing and improving business processes for Product Lifecycle Management (PLM), from concept to product launch, .
- Define and plan actions to reduce product development cycle time and improve design transfer to manufacturing.

## Education

Bachelor of Technology in Electrical Engineering - (K.S.R.M College of Engineering)