SARAH CROFT

[scroft@croftinnovations.com](mailto:scroft@croftinnovations.com)

<http://www.linkedin.com/in/sarahcroft/>

Nashville, TN

(prefer email only)

**PROFILE**

* Expertise in directing teams emphasizing project management, process improvement, increased ROI, business requirement elicitation and software development with more than 25 years’ experience.
* Demonstrated success in the formulation of innovative solutions to define, develop and implement processes and business requirements to ensure compliance.
* Solid history of leadership in collaboration between business and technology to manage project scope, identify root causes, business model development, mitigate risk and implement business strategies.

* Management skills include technology strategic planning, financial, compliance and Information Technology audit, capital expenditures, IT vendor and asset management, IT operating effectiveness and remediation.

**AREAS OF EXPERTISE**

* Project Management
* Business Analysis
* IT Governance and Compliance (ITGC)
* Information Technology Compliance
* SAS70/SOC1/SOC2/SOC3/ISO/SOX/CMMI/ PCI/HIPAA/HITECH/MITA/EHR/EMR/MMIS/HITRUST
* Risk Assessment and Disaster Recovery
* Vendor Management/Procurement
* Training and Team Development
* Financial Analysis
* Iterative Environment/Agile
* Business Process Management
* Software Development Methodology/SDLC
* Human Capital Management (HCM/HRIS)
* Technology Liaison Sales Support
* Configuration Management
* IT Service Management (ITSM)

**PROFESSIONAL EXPERIENCE**

*(Member ISACA, coursework towards ITIL Certification, PMP and CISA)*

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| **Undisclosed Company (Healthcare Consulting)**  **(remote/onsite) Private, Commercial and Government Healthcare**  **2016 – Present** | ***Project Management, Information Systems Audit, Business Analysis, Quality Assurance, Process Improvement*** |

* Human Capital Management (HCM), Human Resources Information Systems (HRIS) process and development
* Project Manager and lead for audit controls of software development to maintain the integrity of the system and project; identify risks and gaps; consolidation of controls framework ensuring compliance standards and reporting
* Perform examination of financial, operational and security controls to determine design and operational effectiveness
* HITRUST Audit remediation and analysis
* BPM, UML, SLA, OLA, PMBOK, ITIL, MITA, MECT, MECL, NIST, EHR, EMR, HL7, NCQA, HEDIS, HITRUST, Federal and State compliance, SSNRI
* Accreditation/certification and remediation analysis healthcare
* Data warehouse design and requirements gathering Healthcare Effectiveness Data and Information Set (HEDIS) initiatives across multiple states
* Data analytics, Medicaid, commercial plans, quality analysis, reporting
* Testing, Defect Management, User Acceptance Testing, Testing strategies and development, manual and automated
* Provider audit HEDIS remediation and process analysis
* Project Manager, Pay For Performance, HEDIS driven process improvement guidelines, technical writing, SOP’s

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| **Molina Healthcare Government Healthcare Solutions,**  **Long Beach, CA (remote/onsite, based in Nashville, State of West Virginia MMIS Medicaid Services - Richmond, VA)**  **2015 – 2016** | ***Project Management, Senior Business Analyst, Business Process Analyst, Technical Writer, System Testing, Quality Assurance, Trainer*** |

* Partner with State of West Virginia for documentation review, certification analysis, DSD/Mapping/BPM/Artifact inventory analysis/System Documentation/CR and defect tracking utilizing HP ALM and various IBM Rational tools, software testing, JIRA.
* Senior team member for Quality Assurance, Technical Writer, RFP, training materials, SME, Business Analyst with Analytics, Reporting Configuration, Interfaces, Letters, Technical Tool User Guides, Gap Analysis, Defect and Change Request tracking, Documentation and Usage Standards, Requirements and Traceability Matrices, Process Documentation/Analysis including internal management reporting.

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| **Xerox Services Government Healthcare Solutions,**  **Norwalk, CT (remote/onsite, based in Nashville, State of Virginia MMIS Medicaid Services, DMAS – Richmond, VA)**  **2012 – 2015** | ***Project Management, Senior Business Analyst, Business Process Analyst, Technical Writer, System Testing, Quality Assurance, Trainer*** |

* Initialized feasibility studies and business requirement analysis for Provider Enrollment Services and provider Screening Regulations, State of Virginia with primary stakeholders DMAS and fiscal agent Xerox. Project goal, full implementation in compliance with CMS Final Rule 5862 CFR Part 1007 (Medicare, Medicaid, and Children’s Health Insurance Programs; Additional Screening Requirements, Application Fees, Temporary Enrollment Moratoria, Payment Suspensions and Compliance Plans for Providers and Suppliers; Final Rule 5862).
* Evaluated, documented and analyzed existing and ancillary systems, interfaces and integration with existing and proposed processes. Partnered with stakeholders, SME's and project team through requirement elicitation, RAD, JAD sessions, DSD, test case development, process mapping, SIT, UAT, system documentation, training, implementation.
* Led RAD and JAD sessions utilizing the Rational Toolset with UML process modeling integrating CMS requirements within MMIS system and Provider Enrollment Services requirements, with detailed test case development of unit testing, system integration tests, migration tests etc. incorporating QA methodology, compliance and risk assessment.
* Full software development life cycle of online State of VA Medicaid provider eligibility and enrollment. Project requirements of integration with CMS for current Medicare enrollments, various federal database checks, border states, background checks, integration with claims management system, multiple fiscal ancillary systems.
* Primary goals of project – interpret and implement CMS Rule, address mitigation of Medicaid/Medicare fraud, assess assumable risk levels at the state level, incorporate existing and new processes into the provider enrollment process as automated as possible and automate various screening processes. Eligible providers properly enrolled in MMIS system, with system configuration for revalidation processes and collection of enrollment and revalidation fees.
* Developed various documents with project life cycle including defined project deliverables, statistical reporting, standard operating procedures (SOPs), training material, including provider enrollment, efficiency and scoring of Provider Enrollment Services (PES) staff, assessing risk levels within processes and within CMS guidelines, mirroring CMS provider enrollment protocol. Various tools utilized within project scope, Rational Toolset, IBM Websphere, IBM Lotus Forms, IBM BPM, Filenet, IBM Enterprise Content Management, Team Foundation Server (TFS), JIRA and EDI X12.

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| **Community Health Systems, Franklin, TN**  **2010 – 2012** | ***Information Systems Asset Manager/Software License Administrator/IS Compliance/IT Procurement***  ***Corporate Trainer/Documentation Specialist***  ***Technical Writer*** |

* Managed and responsible for an **Information Systems asset pool** of over 200 hospitals, hardware and software.
* Conceptualized, planned and designed application development with developers, for the creation of an **asset management tool** integrated across multiple platforms (HMS, SCCM, Remedy, SAGE FAS). Results included a repeatable, reportable, measurable compliance tool to aid in the financial analysis of software and hardware costs across lines of business and entities, aiding in refined procurement processes, effective business decisions and IS vendor renegotiations. Estimated software **cost savings in the millions** due to the capability of software reallocation methodology and software procurement.
* System Center Configuration Manager (SCCM) proficiency contributing to the development of ROI strategies, policies and processes supporting the **asset lifecycle**.
* Developed processes, procedures and documentation for the monitoring and reporting of non-compliant software across infrastructure, **directly reducing significant liability and potential security concerns**.
* Aligned with systems engineers to remediate non-compliant software installations, providing root cause analysis, risk analysis, minimizing business process and service level impact.
* **Subject Matter Expert** for 3rd party software audits, hardware inventory analysis, software quality assurance and Microsoft Enterprise Agreement (MVLA) contract renewal.
* Identified systems integration defects/bugs, security concerns with financial impact within the procurement process of IT assets.
* Partnered with key stakeholders for BMC ITSM (Remedy) infrastructure implementation of configuration management tool to develop multiple **ITIL Best Practices** operations and methodology directly resulting in significant cost savings related to consolidation, performance ratings, purchasing leverage and streamlined procurement.

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| **Little Harbor Technology, Rockland, ME**  **2009 – 2010 (remote/onsite, based in Nashville)** | ***Management Consultant***  ***Business Analyst/Project Manager***  ***IT Procurement/Technical Writer***  ***Documentation Specialist/LMS Trainer/Developer*** |

* Provided Information Systems Sarbanes Oxley compliance expertise, business and policy analysis, aid in the development of controls.
* Partnered with key stakeholders to develop and implement policies and manage cost effective business solutions to ensure control objectives are met.
* Key strategist in the analysis of IS risk assessments and mitigation, including disaster recovery plan development.
* Provided senior executives business process improvement methodologies, documentation review and training materials, operational reviews and change management practices solutions.
* Human Capital Management system implementation, development and analysis consulting (ADP, SAP, PeopleSoft, Microsoft Dynamics))

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| **Affiliated Computer Services, Inc., Franklin, TN**  **2008 – 2009 (remote/onsite, based in Nashville)** | ***Quality/Compliance Manager***  ***Senior Quality Process Analyst***  ***Documentation/Training Specialist /QA*** |

* Provided quality leadership and development. Executed process reviews and compliance analysis, promoting **ITIL strategies for process improvement initiatives**. Leader in the identification and implementation of corrective and preventative actions, identification of risk and utilization of quality methodologies. Defined project standards of best practices and standards in line with business objectives. Facilitated **CMMI Level 2, ISO and ITIL implementation** compliance efforts.
* Provided expertise to defined key process areas utilizing **UML Business Process Modeling**. Led in the development of Business Process Reengineering initiatives and provided subject matter expertise to Quality Assurance of multiple concentrations of Tennessee Medicaid Program.
* Leader of **ITIL and COBIT** controls, mapping and process development, through collaboration with Executive Staff, Project Management and Information Systems Teams. Quality lead of **IBM Rational Software** implementation team.
* Within agile implementation project, aided in the process analysis, gathered, defined and developed business requirements, functional system scope, use cases, use case diagrams, automated test procedures and QA processes.
* Led technical writing team in documentation of contractual deliverables, system design documents, policy creation and user documentation.

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| **Mitsui & Co. USA Inc., New York, NY**  **2006 – 2008 (remote/onsite, based in Nashville, TN)** | ***Information Systems Compliance/Quality Manager***  ***Manager Information Systems and Projects/IT Vendor Management/Procurement/Asset Management*** |

* Newly established subsidiary of Mitsui USA, Mitsui Steel Inc. requiring the initiation of an Information Systems Department to partner with parent company for **infrastructure, IT Vendor and Asset Management, application management/development and SOX/ISO compliance efforts**. Selected to found a nationwide enterprise Information Technology Department, support over 1000 users, direct compliance, incident management, asset management, application support, EDI and SAP systems integration.
* Managed team of 15 in **application development, configuration management, test case development and UAT** of SAP subsystem utilized in the management of steel. Functionality included supply chain management, procurement, product life cycle management, materials management, sales and distribution utilizing **ITIL Service Strategies.**
* Responsible for **Agile iterative environment**, providing continuous delivery of software integration. Business requirement identification and elicitation, business process modeling, use case development and validation, management dashboard reporting utilizing SQL query creation. Led project team and stakeholders through project inception to implementation.
* **Reduced application development and maintenance costs in excess of 25%** of management objectives due to renegotiations of vendor contracts, implementation of SLA measurements and defined performance objectives, increased testing environments and phases.
* Prepared, administered and managed Information Technology internal controls **resulting in zero deficiencies** for Sarbanes Oxley internal and external audits.
* Provided management and oversight of operating effectiveness, identification and remediation of risk, technology support and application development **resulting in corporate recognition** for the achievement of long and short term business objectives.
* Identified automated and manual controls to ensure adherence to established policies and procedures, conducted integrated quality assessments and audit.
* Charged with reduction of manual overhead, financial inconsistencies and improvement of inventory cycle time. Assisted with revenue cycle analysis, contract negotiations, SLA development and leader of development of vendor performance commitments of multi-million dollar software implementation project.
* Served as **project manager** of legacy system integration resulting in automation of centralized P & L, increased data integrity, and **25% reduction of cycle time and improvement of inventory management**.
* Led cross-functional team and outsourced vendors to compliant methodology and successful implementation of key performance indicators yielding **75% increased productivity and significant reduction of support costs**.
* Partnered with executive management team to develop key performance indicators and management dashboards including statistical data relevant for critical decision-making.
* Founded **IT Governance committee** across Mitsui USA subsidiaries to collaborate and support key Sarbanes Oxley objectives, ISO and **ITIL** initiatives.

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| **SIRVA, Inc., Westmont, IL**  **2003 – 2006 (remote/onsite, based in IL &Nashville)** | ***Global Financial Systems Manager/IT Procurement/Vendor Management/Asset Management***  ***Global Financial Business Analyst/Project Manager***  ***Global Financial Relocation Manager*** |

* Selected to establish, implement and manage expatriate multiple currency financial sub-system within a worldwide relocation division. Utilized subsystem currency funding forecasting tools, PeopleSoft interfaces and consistent currency conversion methodologies leading to a **reduction in foreign funding costs and financial inconsistencies of 25%**.
* Contributed vision and management expertise critical to worldwide excellence, departmental operations and business growth as **liaison between Finance, Operations and Information Technology** resulting in SAS 70 certification, SOX Compliance and achievement of ISO initiatives.
* International Project Manager within iterative environment over multiple initiatives **increasing user processes, system efficiencies and productivity 53%**. Provided interactive user support, technical and troubleshooting services to clients and staff, including creation of training documents and protocol. Maintained standardization and accountability for system productivity, reliability, cost effectiveness, field support, and international sales.
* Managed and **elicited technical business requirements** of over 250 customers and vendors. Liaison with sales team, developers and customer to implement functional customizable, end user relocation software, including use cases, business process modeling and implementation. Launched vendor and customer dashboards to aid SLA development, performance objectives and compliance.
* Initiated and cultivated strategic alliances with international clients as an **IT financial advocate and envoy** incorporating business needs in a global service provider arena, global client implementation, exercised sensitivity to cost, efficiency and deadlines. Client implementation including information technology analysis, streamlined reporting and financial data, global invoicing and receivables, VAT recovery, ISO certifications, Six Sigma participant partnership with Fortune 50 client, Global Fortune 200 client.
* Recognized for outstanding performance, received **SIRVA Award of Global Excellence for Superior Leadership** within first year of employment. Established functional excellence and integrated resources into cohesive, high performing worldwide organization resulting in **52% increased productivity** maintaining marked service excellence.
* Conceptualized standardized system efficiencies to ensure technical synergy with innovative access to critical financial database resulting in survey based **100% customer satisfaction** and additional revenue products.
* Developed ITIL supplier benchmark instruments and checklists to procure market competitiveness, gain greater purchasing leverage and accurately predict **cash flow**. Primary Stakeholder **IT procurement, Vendor Management, KPI development, SLA (Service Level Agreement), SLR (Service Level Requirements) , OLA (Operation Level Agreements, SQP (Service Quality Plan and SIP (Service Improvement Plan) development and monitoring.**
* Selected to oversee relocation financial operations of **key Fortune 500 client**. Partnered with pivotal management team procuring distinction amongst relocation industry competitors.
* Achieved **highest company award for Customer Satisfaction rating of 97%** based on survey analysis within first year of employment.
* **Restructured international financial training program,** partnered with industry experts to develop Standards of Operations Manual. Implemented quality control benchmarks for evaluation of service excellence, associate work performance and customer performance statistics.

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| **Paragon Relocation Resources**  **Oakbrook Terrace, IL** | **2000-2003** | ***Senior Business Analyst/ Relocation Consultant***  ***Corporate Training Manager/IT Vendor Management*** |
| **Tuthill Corporation**  **Burr Ridge, IL** | **1997-2000** | ***SAP Financial Analyst/Implementation Team***  ***Staff Accountant/Senior Business Analyst*** |
| **Sears Corporation**  **Hoffman Estates, IL** | **1990-1997** | ***Home Services Group***  ***Senior Business Analyst/Project Manager/Vendor Management/SLA/EDI/Department Manager***  ***HomeLife Furniture Group***  ***Vendor Management/SLA/EDI/Senior Business Analyst/Team Lead***  ***Sears Logistics Group***  ***Financial Tech Support/Senior Staff Accountant/Business Analyst***  ***Sears Logistics Group***  ***Corporate Trainer/Documentation Specialist*** |

**Education**

**Eastern Illinois University,** Charleston, Illinois Major: Business Minor: English

**Lincoln College,** Lincoln, Illinois

**College of DuPage,** Glen Ellyn, Illinois

**Illinois State University,** Bloomington-Normal, Illinois