

Sales Planning and operationalization Sales Planning and operationalization Sales Planning and operationalization - Avanir Pharmaceuticals Irvine, CA Advanced digital and omni channel product development experience with a talent for facilitating Kaizen Agile delivery well within timeline, scope, and budget parameters. Substantial experience in leading cross-channel product strategies, building cohesive teams, managing multimillion-dollar project portfolios, and converting novel concepts into profitable technology products. Skilled at influencing, managing, and connecting with people from diverse cultures and backgrounds. Excellent track record in mentoring, coaching, and leading project teams throughout numerous product development lifecycles in complex matrix environments. Exceptional talents in budget administration, staff management, and process/procedure improvement. Able to join forces with key stakeholders to define User stories, evaluate gaps between existing procedures, and design processes and system improvements to fuel productivity and slash expenses. Substantial experience with projects related to business operations, vendor management, software development, information systems analysis. Work Experience Sales Planning and operationalization Avanir Pharmaceuticals - Aliso Viejo, CA 2019 to Present Aliso Viejo, CA - 2019 - Present Led a critical enterprise wide compliance initiative. Closely collaborated with the executive management to implement compliance policies and procedures for the organization. Managing a Commercial upgrade project to deliver a seamless way of Sales Planning and operationalization. Goal is to automate 60% of their manual business processes Operating in the role of Program Manager on the #1 Strategic enterprise initiative - Pharma Product Launch. Collaborating with 10+ teams including C-level executives. Program Manager/Scrum Master Molina Healthcare - Long Beach, CA 2016 to 2018 Effective Management of the new business digital and omni channel portfolio collectively valued at \$10M. Led teams supporting complex solutions, grounded in customer data, analytics and business strategy, designed to grow consumer engagement and overall business value. Collaborated with C-Level executives and provided an executive status dashboard of key metrics that tied in to strategic goals and objectives. Closely worked with Marketing team to help deliver client facing content for new states, realizing 5 million members for the enterprise. Shaped the enforcement of business rules in

core business systems such as CRM, IVR and QXNT. Identified process improvement solutions for my team, that would enhance quality of execution and delivery of customer growth initiatives; including tools, content, and processes. Seamless Management of a geographically dispersed matrix organization that included both customer employees and contractors for all the projects in my jurisdiction. Played an integral role in Business Case development for various organization's initiatives. Championed the implementation of a Sales enablement project, Salesforce integration with Exact Target to conduct outreach programs for Molina's existing and potential members and providers. This helped increase the lead-to-customer conversion rate by 35%. Helmed a SaaS platform-based \$20M integration program to address enrollment and billing overload in Molina's contact center area. Deeply engaged in quarterly staff evaluations for my reports and enabled training programs for continuing education. Played a key role in ensure the effectiveness of change management activities.

Program Project Manager United Health Group - United Healthcare & OptumRx - Irvine, CA 2013 to 2016 Led business enabled high-priority implementation of \$9M healthcare electronic prior authorization program comprising of key business stakeholders, 15 application teams and two primary vendors, resulting in an ROI worth \$15M over 5 years. Oversaw \$8M military and veterans compliance project, major healthcare exchange program, \$4M ICD10 enterprise compliance implementation. Collaborated with compliance VPs' and Senior Managers very closely to produce high quality deliverables a seamless manner. Steered delivery of a Six Sigma project which yielded 71% efficiency in adjudication of claims. Mentored peers and team members and provided insights to better streamline change management activities in an effective and efficient manner. Collected/disseminated/promoted awareness of best practices, knowledge and insights relevant to project management practices. Methodically orchestrated \$1M worth of claims adjudication projects that contributed to 80% of OptumRx Medicare business segment and realized zero UAT (user acceptance testing) defects. Received multiple awards for exemplary achievements in leading highly visible, enterprise-wide projects.

Technical Operations Project Manager Ready Pac Foods - Irwindale, CA 2011 to 2012 Led a team of ~120 to execute a seamless migration from Baan ERP system to JDE within high-volume manufacturing plant. Closely

worked with the Operations and financial executives to deliver the same. Shaped custom enhancements for JDE enterprise solution featuring Oracle modules such as order management, supply chain, inventory management, and shipping; created associated user training manual.

Project-managed web-based solution to manage customer's warehouse inventory that minimized waste and increased inventory efficiency by 46% Played an integral role in EDI projects for key customers such as McDonalds and Trader Joe's. Technical Operations Project Manager Beckman Coulter - Brea, CA 2010 to 2011 Steered delivery of BigMachines, Oracle's CPQ cloud- v11 end-to-end implementation with significant influence over testing, resource allocation, and integration between web-based sales system and Oracle- based ordering system. This assisted the company to cost savings of ~32% and increased forecast sales by about 150%. As a member of the Client services Support team, collaborated with senior executives, stakeholders, and project team members on a variety of high impact initiatives on the salesforce.com platform Worked closely with the project team to define and develop a change management template process on the salesforce.com platform. Managed a team of 20 including offshore teams in a matrix organization. Responsible for resource allocation, timeline management, and work planning for the team. Mentored junior resources to augment their proficiency in BigMachines. Fully managed and implemented business processes to manage Agile activities in the Rally software system.

Handpicked to plan, structure, and deliver highly-visible and critical pricing database built with Oracle. IT Project Manager/Scrum Master FFF Enterprises - Pharmaceuticals - Temecula, CA 2007 to 2010 Rapidly promoted from initial role as application developer to a team member entrusted with far more comprehensive projects such as B2C and B2B web-based flu vaccine sales online scheduling system. Aligned, mobilized, and coordinated three offshore teams in requirements clarification, technical specifications, testing, deployment, and PCI DSS compliance using Agile-Scrum methodology. Education Executive MBA in Business Analytics Washington State University Bachelor of Science in Computer Science University of Missouri - St. Louis, MO Bachelor of Science in Environmental Science Bangalore University - Bengaluru, Karnataka Skills training, Time Management, Outlook Links <http://www.linkedin.com/in/nilima-rao-11a16929>

Name: April Johnson

Email: nandrade@example.com

Phone: 617.361.6551x96505