

Zain Sheraz, M.B.A.

Adaptable, retentive, motivator with a passion for program-based process improvement

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Work Experience

Manager, Business Services

Sept 2017 - Present

Newport Credentialing Solutions - Bethpage, NY

- ~ Oversee 25 internal staff members and 10 offshore team members
- ~ Build dashboards and KPI data for both client and executive leadership, using in-house business intelligence
- ~ Conduct trend analyses to identify opportunities, highlight strengths, and recommend corrective action(s)
- ~ Manage full revenue cycle for major hospitals & healthcare facilities across the U.S.
- ~ Assist and oversee new client implementation from kick-off to maintenance
- ~ Experience with Excel, Python, Tableau, JasperSoft, and Exago

IT Manager

June 2015 - August 2017

Healthplex, Inc - Uniondale, NY

- ~ Managed team of 5 IT personnel to maintain infrastructure & support field operations
- ~ Streamlined internal systems to reduce headcount & improve turnaround time on data entry
- ~ Implemented custom reporting software for all existing and new service clients
- ~ Provided quantitative support and strategic insights to clients via departmental analytics
- ~ Enterprise-wide IT support via Zendesk {MS Office Suite, G-Suite, Windows 7/10, VMware,+}

Player Metrics Analyst

May 2014 - May 2015

Rockstar Games Toronto - Mississauga, ON

- ~ Analyzed player metric data to identify key opportunities and weaknesses
- ~ Level 1 IT support for all interdepartmental IT issues related to software and hardware
- ~ Managed team of 3 junior technical recruiters
- ~ Troubleshooting liaison for recruitment team, tracked through SysAid ticketing system
- ~ Managed talent acquisition data using Salesforce and ProsperWorks
- ~ Experience with Excel and SQL

Education

M.B.A.

Sept 2014 - May 2015

Long Island University

Masters in Business Administration and Management

Relevant coursework: Business Statistics, Operations Management, Information Systems Management

B.S.

Sept 2010 - May 2014

Long Island University

Bachelors in Business Management

Languages

Native: English

Conversational: Urdu, Hindi, and Punjabi

Beginner: Korean