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SANDEEP YADLAPALLY

PROFESSIONAL SUMMARY:

Service Delivery manager with over 14 years of experience in healthcare data IT operations, including 10+ years specializing in Data management. Proven expertise in handling patient records, data analysis, statistical reporting, and client coordination with a strong focus on accuracy, compliance, and cross-functional collaboration. Adept to implementing SOPs, managing study buildings, and supporting regulatory audits. Managed cross-functional team deliverables, ensuring timely execution, alignment with project goals, and quality standards. Technically proficient in using Microsoft Azure Services, SAS, and Power BI, with direct experience in EDC systems, and automated reporting workflows. Known for driving operational efficiency, mentoring teams, and delivering results in fast-paced clinical environments.

SKILLS:

Clinical Data Platforms: Microsoft Azure Clinical Data Portal, EDC Systems

Study Build & eConsent: Study Cast, PPC Systems, eConsent Integration, Metadata Configuration

Project & Workflow Tools: JIRA, Zendesk, Confluence, Microsoft Teams, SharePoint

Radiology & Cardiology Systems: Brit PACS, Novapacs, Study Cast

Reporting & Visualization: Power BI, SAS Visual Analytics, Custom Dashboards

Data Management & Analytics: SAS, Excel (Advanced), Power BI, Data Validation Rules, MDE Reporting

Operating Systems: Windows 7, Windows 10, Windows Server

Quality & Compliance: QA/QC Documentation, Audit Trail Management, SOP Implementation, HIPAA Compliance

Communication & Coordination: Client Relations, Cross-functional Team Leadership, Training & Onboarding Programs

Process Automation: Azure Data Services, Excel Macros

PROFESSIONAL EXPERIENCE:

PROJECT DETAILS

ROLE: Service Delivery Manager   SEP 2021 – TILL DATE

Employer: Channel Soft

Project & Client: Data Delivery – Meta site Data Management| Worked for Science 37 & Medable

RESPONSIBILITIES

- Managed cross-functional teams including Clinical Data Coordinators (CDC), Associate Clinical Data Managers (ACDMs), Quality Assurance (QA) specialists, Statistical Analysis System (SAS) programmers, Study Build team members, and Project Coordinator (PC) teams.
- Led data migration efforts during system upgrades, ensuring zero data loss and full traceability.
- I collaborated with IT security teams to enforce role-based access controls and audit logs.
- Managed sensitive patient data in compliance with HIPAA and institutional policies.

- Provided strategic oversight for transplant scheduling, prioritization, and resource allocation.
- Maintained QA/QC documentation and led internal audits to uphold data integrity.
- Maintained clinical research databases and supported longitudinal studies on transplant outcomes.
- Facilitated communication between internal departments and external partners to ensure seamless data exchange.
- Built custom queries in SAS to identify anomalies and generate summary statistics for tissue evaluations.
- Managed UAT
- Conducted root cause analysis for system errors and collaborated with developers to deploy fixes.
- Conducted statistical reporting and trend analysis to support clinical decision-making and improve service delivery.
- Implemented process improvements to enhance data quality, reduce turnaround times, and optimize team performance.
- Led resource planning, budget forecasting, onboarding, and training of new hires to align with project goals and timelines.
- Built strong client relationships through consistent communication and personalized support.
- Delivered MDE reports ahead of deadlines through close collaboration with SAS teams.
- Directed query management workflows, resolving discrepancies and supporting CDC/ACDM operations.
- Acted as a liaison between Study Project Managers and technical teams to ensure smooth execution of study builds and updates.
- Coordinated with Quality Leads to deliver client requirements within study matrices and ensure audit readiness.
- Oversaw daily data cleaning operations, ensuring accuracy and completeness across all study datasets.

PROJECT DETAILS

Role: Senior Manager   JUN 2017 – SEP 2021

Employer: Redgeglobal [P] LTD

Project & Client: Data Insights – Data Management| CompuMed, Inc.

RESPONSIBILITIES

- Led integration of telehealth platforms with clinical data systems using secure APIs and cloud-based infrastructure.
- Managed patient data pipelines using Microsoft Azure, ensuring HIPAA-compliant storage and retrieval.
- Coordinated with IT teams to maintain uptime and troubleshoot portal access issues across Brit PACS, Novapacs, and Study Cast.
- Developed SOPs for data entry, validation, and audit trails using ticketing tools like JIRA and Zendesk.
- Oversaw QA/QC documentation using SharePoint and version-controlled repositories.
- Led a multidisciplinary team managing patient records, clinical data analysis, and client communications across remote healthcare platforms.
- Oversaw daily operations including staff scheduling, performance monitoring, and administrative coordination.
- Developed and implemented SOPs to streamline telehealth workflows and ensure regulatory compliance.
- Managed vendor invoicing and billing processes, ensuring accuracy and timely reconciliation.
- Coordinated end-to-end data operations for organ transplantation, from patient evaluation to post-transplant monitoring.
- Automated pathology report extraction using OCR tools and integrated results into clinical databases.
- Guided Study Build teams in launching recent studies, managing PPC timelines, and integrating eConsent modules.

PROJECT DETAILS

Role: Data Operations Lead   SEP 2014 – JUN 2017

Employer: Redgeglobal [P] LTD

Project & Client: Clinical Data Management| CompuMed, Inc.

RESPONSIBILITIES

- Supported clinical trial data capture using EDC platforms and ensured protocol compliance.
- Abstracted medical records and pathology reports for integration into research databases.

- Supported clinical trials by ensuring accurate documentation and timely data entry.
- Collaborated with lab technicians and pathologists to validate findings and maintain study consistency.
- Assisted in preparing study protocols and documentation for ethics review and regulatory submission.

PROJECT DETAILS	Role: Information Systems Manager	JAN 2011 – Dec 2013
	Employer: Abhi-Bus Services (P) Ltd	
	Project & Client: Customer Relationship Management| APSRTC	

RESPONSIBILITIES

- Built and maintained strong client relationships through personalized interactions, contributing to long-term loyalty and satisfaction across clinical data projects.
- Generated daily graphical reports summarizing call volumes and feedback from marketing executives to support strategic planning and performance reviews.
- Compiled and escalated grievances and suggestions to senior leadership, ensuring timely resolution and continuous service improvement.
- Supported team leaders with adherence tracking, meeting preparation, and managing escalation workflows via email and call logs.
- Developed outreach strategies targeting corporate clients, organized promotional events, and contributed to expanding the customer base through structured engagement campaigns.

EDUCATIONAL QUALIFICATION:	**Master of Business Administration** in Marketing and Finance
	Osmania University, Hyderabad, August 2010

CERTIFICATIONS:	PMP (**Project Management Professional)** Certified,
	GCP (**Good Clinical Practice**) Certified by CITI PROGRAM