



Swathi Gaddala

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PROFILE

12+ years of experience in US Healthcare Compliance, Policy Implementation across all departments, ISO implementation, HIPAA, internal audits, Legal Compliance, regulatory matters, risk management, Client audits, internal audits, external audits, SOC 1, SOC 2, GDPR, Vendor Security assurance, Vendor assurance, Third party vendor management.

AREAS OF EXPERTISE

- General Data Protection Regulation (GDPR)
- SOC Audits
- Internal Audits on QMS, ISMS, OHSAS, HIPAA, SOC.
- HIPAA Security and Privacy Regulations monitoring and implementation.
- Risk and Incident Management, ISMS Implementation
- Business Associate agreement and contracts review.
- Compliance and new hire Education Programs

CERTIFICATIONS

- Participation Certificate in Healthcare Privacy Compliance by Healthcare Compliance Association USA (USA - HCCA)
- ISO 27001:2005 Information Security Management System by *TUV SUD South Asia*
- ISO 9001:2008 Quality Management System by *Det Norske Veritas AS (DNV)*
- ISO 14001:2004 Environmental Management System *Det Norske Veritas AS (DNV)*
- ISO 18001:2007 Occupational Health and Safety Management Systems by TUV Intertek.

EDUCATIONAL QUALIFICATIONS

- PG Diploma in Human Resource Management
- Diploma in Labor Laws and Administrative Laws from Annamalai University
- Bachelor of Arts in English from Annamalai University.
- Higher Secondary - C.B.S.E. K. V Hakimpet, Secunderabad

WORK SUMMARY

1. Company - **NGA Human Resources**
Designation – **Manager - Head of Vendor Security and Compliance Assurance**
Period – **December 2016 – July 2019**
2. Company - **Sutherland Healthcare Solutions (Erstwhile Apollo Health Street)**
Designation – **Manager- India Compliance Head**
Period – **April 2007 – April 2016**

RESPONSIBILITY

- GDPR Implementation audit for all Third party vendors
- Internal control monitoring on SOC 1 and SOC 2. Conduct SOC 1 & 2 audits and other internal audits for internal processes. Review vendor SOC reports.
- Manage vendor Tier 1 and 2 on day to day basis, manage vendors on assurances, audits etc.
- Review incidents and write corrective action. Plan for risk mitigation.
- Vendor liaison on Compliance requirements, monitoring periodically.
- Implement and monitor requirements in ISO 9001:2008, ISO 27001:2013, HIPAA, OHSAS and EMS for Human resources, IT, Admin, Physical security and operations
- Prepare policy documents and implement ISO standards in Human resources, IT, Admin, Physical security and operations.
- Create safe environment for employees to work and mitigate risks if any for safety and security of employee.
- Conduct risk assessments in all departments, for all risks associated with information security, quality management, HIPAA and health and safety of employees
- Conduct and analyze internal Audits/ External Audits, closure of Non-Conformities including record keeping for all 2nd and 3rd party audits.
- Coordinate with external auditors during surveillance and recertification audits; ensure to conduct a smooth audit procedure for organization.
- Implement policies and procedures of Compliance and constant monitoring for its adherence across offices in India for all departments.
- Coordinator, conduct and audit Business Continuity Plan dry runs and disaster recovery plan as per the annual plan.
- Ensure process needed for the quality management and Information security management systems are established, implemented and maintained.
- Ensuring awareness of customer requirements throughout the organization and at process level.
- Ensure awareness training is conducted on Quality & security Policies to all concerned.

- Work collaboratively in implementing the objectives of the Compliance Program. The objective include: timely review of documentation by all departments, Awareness trainings to be conducted, ensure client requirements are taken into account.
- Conduct internal trainings on compliance for all departments, during induction for new hires and existing employees at least once annually.
- Report and analyze security incidents raised by departments within the organization to management, document root cause analysis and corrective action.
- Coordinate with clients during their onsite visit to in terms of scheduling audits, working on closure of non-conformances on HIPAA, PCI DSS or any other standard requirements.
- Roll out updated to all employees, need basis on HIPAA, HITECH etc.
- Work with support functions like HR, Admin and Technical support to address Compliance issues if any and monitor compliance activities once a quarter.
- Complete an annual compliance risk assessment that informs the proactive compliance monitoring program for all departments.
- Schedule management reviews for Compliance, work on feedback and its effectiveness.
- Participate in Policy Governance body meetings to create new policies related to Compliance as and when applicable.
- Ensure all employees, 3rd party staff are HIPAA (Health Insurance portability and accountability act) and PCI DSS Compliant.
- Oversee Legal and statutory Compliance requirements of India and US healthcare and audit periodically.

SOCIAL PROFILE

- LinkedIn - <https://www.linkedin.com/in/swathisharongaddala/>

PERSONAL INFORMATION

Name: Swathi Gaddala
Date of Birth: 15th August 1985
Marital Status: Married
Languages known: English, Hindi, and Telugu.
Visas: USA – B1 (till 2025)

Swathi Gaddala
(Hyderabad)