

# Elizabeth Abelairas, MBA, PMP, SAFe

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## Senior Information Technology Profile

**Senior Leadership • Operations Management • Talent Management • Transformational Leader**

Business Optimization  
Strategic Planning  
IT Infrastructure  
ERP Systems Management  
Business Performance  
Systems Engineering  
Solutions Architecture  
Project & Program Management  
Enterprise Architecture  
Continuous Improvement  
Product Design  
Lean Startup  
Information Architecture  
Application Architecture  
Technology Integration  
Testing, system performance & capacity planning  
Emotional Intelligence  
Change Management  
"Big Picture" Strategic Thinking  
DevOps

Driven, empathetic, visionary, "big picture" strategic thinking senior leader with extensive experience devising, establishing, and leading technology and business improvement initiatives aimed at optimizing functions, enhancing productivity, and increasing revenues; expert ability to identify areas where technology implementations can enhance business operations.

Career to date performance exceeding expectations with massive scale projects. Track record of success as a proficient trouble-shooter and creative analytical problem solver leading by example. Able to smoothly and calmly isolate and solve long-term business and technical issues in a fast-paced environment. Expert knowledge of solutions architecture, product design, application architecture, product design and development, integration structure, configuration, and implementation. Ability to blend implementation methodologies (agile, scrum, lean startup, waterfall) to achieve better results ultimately adding business value.

Adept communicator with a keen ability to forge solid transparent trusting working relationships with key stakeholders, senior managers, and C-level executives; fluent in English and Spanish. Passionate supporter of staying in touch with the customers and the need for innovation; innovative thinking at all levels.

Counted on the drive culture changes throughout the organization. Emphasizes the importance of appreciation and teamwork. Personally, accountable for building and managing high results and action-oriented performing transformational teams. Strong belief that you are only as good as the whole team!

Self-aware that success in today's competitive arena one must be willing and able to adapt, be flexible, coach, develop, and influence others in a fast-paced start-up entrepreneur speed environment.

## CAREER HIGHLIGHTS

- Saved estimated 6,255 employee hours and 787 full-time employee days YoY by implementing use of robots to process 357,201 records.
- Engaging leader able to quickly form cohesive working units from diverse team members that belong to onshore and offshore groups; led 100% remote team that were 20% ahead on deliverables over all other teams.
- Spearheaded establishment of new Facets and Hyland ERP systems in three months using lean start up and scaled agile methodologies for individual line of business.
- Successfully designed, developed, and implemented a member registration and member web portal to adhere to NCQA requirements in less than 3 months for two health plan brands victoriously obtaining accreditation.
- Favorably negotiated software licensing/fees and consulting rates, resulting in an average savings of 15% off initial proposal.
- Effectively recruited associates from business units to create the Business Configuration department and trained them on business analysis, information technology processes, and best practices.
- Reengineered pharmacy prescription fulfillment ERP system workflow reducing future expenses by \$40k/month and enabled the filling of 60K prescriptions/month per pharmacy location (small footprint/workforce).
- Designed efficient and effective on-going training program for ERP system and custom homegrown application end-users led by associates under my leadership.
- Slashed TriZetto suite of products, extensions, integrated 3<sup>rd</sup> party, and homegrown applications ERP system upgrades from 6 months to 1 month including testing cycles decreasing upgrade costs extensively.

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## Page 2 • Career Progression (Cont.)

- Pioneered the voice-of-the-customer application development strategy within the organization to provide constituents with their needs and wants while obtaining a competitive edge.
  - Rooted a safe “failing forward” practice to encourage innovation!
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## PROFESSIONAL EXPERIENCE

UNITEDHEALTHONE — Indianapolis, Indiana

2016 – 2018

### ERP Director

Served in senior leadership role with direct responsibility for the larger perspective of the organization’s new Enterprise Resource Planning, ERP, systems. Accountable for configuration team, adding business value, and adhering to regulations with the alignment of the configuration of the ERP systems. Implemented system upgrades and directed strategic planning to optimize resources, improve performance, and guarantee high levels of security and data recovery. Created framework for effort completion and knowledge dissemination to support new reinvention initiatives based on the SMART principle. Identified skill-set gaps and procured senior talent for knowledge transfer to meet deadlines.

#### **Key Contributions:**

- Built framework for configuration business unit to conduct on-site job training and accelerate application knowledge.
  - Enabled junior team members to configure portions of application in less than two months with minimal assistance.
  - Trained business subject matter experts to assist with dissimulation of application knowledge across the organization.
- Championed development and implementation of DevOps operations.

UNITEDHEALTHCARE OF SOUTH FLORIDA — Miami, Florida

2011 – 2016

### IT Director

Held bottom-line accountability for the “big picture” IT management, system configuration, development, and systems administration initiatives. Exercised expert knowledge of systems concepts, strategies, solutions, and methodologies. Applied detailed knowledge of systems architecture, technical standards, configuration standards, testing standard, and understanding of project management methodologies. Provided technical knowledge and services to forge solid relationships and provide sound leadership to a highly effective team. Diplomatically negotiated tight turnaround project prioritizations between business unit leaders listening attentively to their needs and offering solutions.

#### **Key Contributions:**

- Successfully retained 90% of business unit’s human capital throughout tenure of employment.
- Spearheaded development and execution of plan that earned 4.5 STAR CMS rating.
- Fostered and maintained honest, transparent relationships with multicultural team which led to improved workflows.
- Reduced human errors by 70% and improved efficiencies by designing and implementing technical and business processes to support multiple lines of business.
- Designed efficient and effective on-going training program for ERP systems, TriZetto/VIP, and custom homegrown application end-users led by associates under my leadership.
- Shepherd state-of-the-art homegrown high-touch voice-of-the-customer applications providing a competitive edge and satisfying constituents.

PREFERRED CARE PARTNERS — Miami, Florida

2005 – 2011

### Business Configuration Director | BC Manager | IT Project Manager

Supervised team of associates and contractors responsible for installing, configuring, testing, and implementing the ERP, TriZetto, suite of products to eliminate stand-alone applications and reporting structures. Overhauled existing technologies and processes to align to the new organizational vision. Liable for talent management, IT management, ITIL process, system configuration, development, change management, and systems administration initiatives. Oversaw and enhanced several enterprise initiatives including implementation and upgrades to core systems. Collaborated with other departments to identify and deploy cost-effective technology solutions. Implemented new configuration business unit policies, procedures, and service level agreements ensuring system uptime and better time management, reducing incident resolution turnaround by 30 percent.

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## Page 3 • Career Progression (Cont.)

Completed projects on time or before the deadline, and always followed through on work commitments, leading to greater work responsibilities and an eventual promotion.

**Key Contributions:**

- Championed efforts to recruit associates from business units to create Business Configuration department.
  - Trained team on business analysis, information technology processes, and best practices.
- Streamlined and reengineered workflow processes into shared processes across organizational business units increasing efficiencies, effectiveness, and quality.
- Molded an effective end-user training program to mitigate the new system use learning curve.
- Implemented TriZetto suite of products, provider portals, and reporting for two lines of business (Medicare/Medicaid); each within a year.
- Presided over implementation of VIPSystem, credentialing system, along with real-time interface to the Facets application, OpenText, and Outlook.
- Successfully implemented SSAS, SSIS, and SSRS, with subscriptions to empower business units to execute reports and conduct analysis.

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## ADDITIONAL EXPERIENCE

HUMANA HEALTH PLAN - PRESCRIBIT RX

**IS Project Manager**

ADP DEALER SERVICES

**Application Engineer II**

HELLMANN WORLDWIDE LOGISTICS

**Application Analyst**

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## TECHNICAL PROFICIENCIES

**ERP Systems:** Cognizant/TriZetto Facets, Workflow, NetWorX, HIPAA Gateway, Modeler, eXtended Integration (FXI), - 5.5, 5.4, 5.20, 5.10, 5.01, 4.71, 4.61, 4.31, 4.21; Constituent Web Solutions (CWS) – 4.71, 4.31, 4.21; Clinical CareAdvance (CCA), Personal CareAdvance (PCA) – 5.20, 4.71; Electronic Data Management (EDM) – 5.30 NextGen 5.20 Classic; Configuration Maintenance Utility (CMU), ECMPPro EASYGroup, WebStrat; VIPSystem, Q/S1, Pitney Bowes, Howell & Associates, Gentran EDI, Hyland Onbase

**Languages & Supporting:** Pick and Reality, UniVerse, HTML, Pascal, Delphi, Basic, English, VB Scripting. .Net, C#, Java, GitHub, IIS

**Testing Software:** Quick Test Professional (QTP), Quality Center (QC)

**Databases:** SQL, Oracle, DB2

**Reporting:** SSIS/ETL, SSRS, SSAS

**Operating Systems:** Mainframe, Windows Server 2008 & 2012, AS400, Unix, Windows, Windows NT

**Desktop Applications:** Microsoft Word, Excel, Access, Power Point, Project, Lotus Suite, Claris, Crystal Reports, pcAnywhere, WRQ Reflection, Visio, Dazzle, Quick Quote, CA Agile, Jenkins

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## EDUCATION & QUALIFICATIONS

**Master of Business Administration - MIS**

FLORIDA INTERNATIONAL UNIVERSITY — Miami, Florida

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### **Bachelor of Business Administration - International Business, Management, and Marketing**

FLORIDA INTERNATIONAL UNIVERSITY — Miami, Florida

### **SAFe 4 Agilist (SA) Certification**

SCALED AGILE, INC. — Miami, Florida

### **Project Management Professional (PMP)**

PROJECT MANAGEMENT INSTITUTE — Miami, Florida

### **AWS Certified Cloud Practitioner (in progress)**

AMAZON — Miami, Florida