**RAJIV SEHGAL**

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**GLOBAL C-level (CIO/CTO) DIGITAL TRANSFORMATION IT SENIOR EXECUTIVE**

Over 25 years’ experience in innovating, developing and executing IT strategies in alignment with corporate objectives. Managed Fortune 500 Companies in North America, Europe, North Africa, Middle East, Asia, India and Australasia regions. An established record as a leader and business partner who collaborates with other executives to use technology to digitally transform and simplify business processes while delivering bottom line measurable benefit. Change agent with diverse expertise and a legacy of delivering high-impact projects enabling new products and services, continued revenue growth, and increased customer service. An energetic leader with a passion for people development. A track record of recruiting and retaining top talent and a demonstrated ability to effectively lead while delivering results and savings. An enterprise architect with 18 years of strong hands-on domain expertise in Healthcare, Banking, Retail, Insurance, Software, Manufacturing and Pharmaceutical Industries. American Citizen. Open to relocation with no notice period.

**SKILLS**

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| * Strategy, Roadmaps and Digital Transformations | * Large P&L, Financial Management |
| * Agile – SCRUM, XP, Waterfall, Six Sigma (incl. Lean) | * Merger, Acquisition, Startup, Turn Arounds |
| * Enterprise Architecture, UI/UX, Microservices, API | * Digital, Mobile, Web, IoT, SEO, Analytics |
| * AI, Machine Learning, Predictive Analytics, Big Data | * Infrastructure, Data Center, DR/BCP/BIA |
| * Network, NOC, Information/Cyber Security, SOC * Vendor Contracts, RFP/SOW, SLA, Shared Services | * PMO, Audit, Compliance, Risk Management * SaaS, IaaS, PaaS, Hosting, Managed Services |

**PROFESSIONAL WORK EXPERIENCE**

**NPRS, Inc.**, Orlando, FL **2018 - Present**

#### **Chief Information Officer**

* CIO Advisory and IT consulting and management of complex large projects, PMO support, architecture reviews, creating or fine-tuning planning and strategy, procurement and budgeting.

**American Automobile Association (AAA)** National Office, Heathrow, FL **2017 - 2018**

AAA National Office helps collaboration between the over 30 American AAA Clubs in USA and Canadian CAA Clubs in Canada in a Federated model to provide governance, solutions and implement common strategies.

Oversaw applications, infrastructure, products, PMO and quality assurance for technology and digital services (TDS) department across the American (AAA) and Canadian (CAA) Federation at the AAA National Office in Florida. Managed key products like Emergency Roadside Services (ERS), Trip Planning (TTP), AAA.com and AAA mobile.

#### M**anaging Director, Association Services – Technology Digital Services (TDS)**

* Federation-wide Senior Executive Technology lead, as part of the $100 million ULRA (Undisputed Leadership in Roadside Assistance) program, to overhaul the AAA/CAA Dispatch processes and proactively manage the Truck fleet to provide faster and enhanced Customer Services for emergency roadside assistance. Completed blueprint design for implementing Sales Force platform, along with Microsoft Azure platform for predictive algorithms, machine learning and analytics. Created business and technical architecture diagrams, along with UI/UX designs for incorporating enhanced member experience Use Cases.
* Implemented the D3 application - a common platform based Dispatch System for AAA and CAA Truck Fleets for roadside assistance - across all clubs in a record time of 7 months resulting in significant operational efficiencies for business and IT Teams.
* As chief architect, architected re-platforming for US and Canadian Roadside Assistance platform to integrate disparate Dispatch and outdated legacy systems into a common cloud hosted solution for 30 Clubs. Substantial Business operations and IT maintenance efficiencies, enhanced member experience and cost avoidance of $12 million year-on-year for the legacy system across the Federation.
* Created and managed a $25 million budget to support revenues of $15 billion across business lines.
* Facilitated several brown bag sessions, along with Accenture, with Business and Operations on the next generation Emergency Roadside Customer experience. Created business architecture, use cases and UI/UX designs. Architected and designed wireframes to capture 360 degrees Customer experience.
* Recommended a common platform architecture for the federation with micros-services, SDK’s and an enterprise bus for quick deployments and common data management. Recommended a MDM data team.
* Analyzed and recommended the Sales Force platform for core Dispatch system, along with Microsoft Azure platform for predictive algorithms, machine learning (ML/AI) and analytics to proactively manage truck fleet.
* Managed various committees like the Technology and Digital Channels Services, Automotive, Travel and Publishing to support strategies and implement strategic/tactical changes for various business lines.
* Enhanced AAA mobile applications resulting in downloads increase by 5% and usage trend up by 15%.
* Created and implemented a Quality Assurance Roadmap to move from manual testing to fully automate User experience based testing with the correct tools. Improved QA to 100% coverage of testing from 80% coverage with over 500 new use cases based on member (customer) experience for testing. Instituted a new testing framework for incorporating other products testing.
* Setup a new Project Management Office (PMO) for managing $60 million portfolio of projects.
* Re-architected to move products into AWS Cloud and Google Cloud with managed services contracts resulting in $3 million of cost avoidance annually for the clubs across the federation.

Reason for Leaving: Position eliminated due to lack of budget and organization restructuring (laid off)

**University of Vermont Health Network,** Plattsburgh, NY **2016 – 2017** Champlain Valley Physicians Hospital & Affiliates ***Chief Information Officer and Chief Information Security Officer*** University of Vermont Health Network in Vermont and New York consisting of hospitals, clinics and pharmacies.

* Created a two year IT roadmap aligned with operational needs with stakeholders’ participation.
* Oversaw the planning for converting core HIS system from GE Centricity for Group Practice and Cerner Millennium for Hospitals and Clinics to EPIC. EPIC was configured the same as the University of Vermont Health Network instance to ensure seamless sharing of data.
* Established and chaired the Clinical Healthcare Informatics Committee for enhancing clinical quality and clinical data informatics / analysis resulting in quality improvement of 3% to 99% overall score.
* Created and managed operational budgets of $20 million supporting top line revenues of $600 million.
* As CISO and co-chair of Enterprise Risk Management and Audit Committee’s established a monthly forum for oversight and satisfactory closure of all observations and compliance issues.
* Started a “walk and talk” program wherein all IT staff would spend 1 hour every day walking through different areas of the Hospital to seek feedback on IT services, and ensure their successful and timely closure.
* Consolidated vendor contracts, and partnered with procurement department for ensuring bulk discounts.

**Aster DM Healthcare,** Dubai, United Arab Emirates **2013 - 2016**

#### **Group Chief Information Officer**

The largest multi-billion dollar healthcare provider in Middle East with 16 hospitals, 100 clinics, 280 pharmacies, 1 medical college, healthcare insurance third party provider and healthcare consulting. Managed IT operations in 10 countries: UAE, Oman, Qatar, Bahrain, Saudi Arabia, Kuwait, Jordan, India, Philippines and Kenya. As GCIO, also managed the CTO and CISO roles for the Group.

* Reorganized and managed the IT team in all countries – as one Team IT – in all countries with CIO/IT leads reporting functionally to me for Operational and cost synergies.
* Architected, implemented, and revamped core IT systems for hospitals / clinics, finance, HR, marketing, TPA insurers, pharmacy and medical college resulting in establishing uniform medical care and clinical standards across the countries with real-time clinical knowledge sharing.
* Established monthly forum for Clinical Healthcare Informatics Committee consisting of cross-functional team of doctors, nurses and IT resources to reduce IT rework by 15%. Enhanced clinical quality by 5%.
* Successfully implemented one template per specialization across all countries resulting in enhanced and similar Patient experience at any location. Reduced medical coding errors by 5% by Doctors/Nurses.
* Implemented disruptive technologies on mobile, web and digital device based platforms for customers, clinicians and staff leading to operational efficiencies and enhanced self-servicing capabilities.
* Oversaw intelligent EMR implementation leading to clinical quality improvement by 5%.
* Established the digital program with launch of Aster Mobile application, social media on LinkedIn, Facebook and twitter and web based applications for Doctors/Nurses and Customers.
* Architected and launched Patient Portal for patients to see lab results, schedule appointments, testing etc.
* Implemented MS Dynamics AX 2012 for Pharmacy business in 5 countries for consolidating systems architecture for all business functions, including CRM data sharing with non-Pharmacy business lines.
* Implemented Jupiter systems software as a customized solution for 3rd party TPA business line. This was setup as a new business revenue generator for in-house Aster and non-Aster claims processing and monitoring with top line revenues of $10 million with partners like Emirates Airlines and others.
* Technology Executive and CIO for the Healthcare Consulting business Called Eurohealth, LLC that was newly incubated. Managed pre-sales consulting for managed services contracts in Healthcare IT as CIO.
* Setup PMO to manage portfolio of projects across all Countries. Setup one Team IT concept across all Countries for sharing Board level updates on monthly basis. Ensured sharing of hardware/software skills.
* Consolidated vendor contracts at the corporate level as enterprise agreements for maximum discounts and ease of management, in collaboration with legal and procurement departments’.
* Architected and oversaw IT setup of Greenfield and Brownfield hospitals, clinics, pharmacies and medical college. Setup IT for Greenfield quaternary care “flagship” Aster hospital, Kochi with 1500 beds in India.

**Fortis Healthcare,** Singapore / India **2011 - 2012**

#### **Global Chief Information Officer and Director**

Managed IT for the second largest multi-billion dollars healthcare provider in Asia Pacific region with 40 hospitals, 680 primary health clinics and 180 dental clinics. Managed IT operations in 10 countries: India, Singapore, Hong Kong, Australia, New Zealand, Mauritius, Kenya, Sri Lanka, Vietnam and UAE. As GCIO, also managed the CTO and CISO roles for the Group.

* Reorganized, hired key talent and established retention strategies for key IT talent, globally, collaborating with my global CHRO (HR) peer.
* Implemented Intersystems - Trakcare HIS across multiple countries in Asia Pacific and Middle East to ensure consistency of electronic medical records. This resulted in enhancing medical coding accuracy from 92% to 99%. Also, led to an overall reduction of 45 days in claims processing cycle of overall 120 days by insurers due to lesser medical coding errors.
* Architected and built an intelligent Electronic Medical Record (EMR) solution to incorporate over 500 use cases and ensure faster systems based prognosis and eliminated medical prognosis or coding errors by 2% averaged across 20,000 patients per day.
* Recommended and oversaw Architecture and Infrastructure review of all businesses to create tactical and 5 years strategic IT roadmap plans with respective business and Country level stakeholders’.
* Setup IT requirements for Greenfield quaternary care “flagship” Fortis hospital with 1500 beds in India, and Colon Rectal specialized hospital in Singapore.
* Consolidated vendor contracts at the corporate level as enterprise agreements for maximum discounts and ease of management, in collaboration with legal and procurement departments’.
* Facilitated the setup of an outsourced managed services based centralized NOC and SOC.
* Facilitated Country level infrastructure audit reviews to ensure correct access controls, performance, scalability, data privacy, backup and archiving. Recommended upgrades with budget requirements.
* Setup IT requirements for several Greenfield and Brownfield hospitals, clinics, pharmacies and dental.
* Established monthly IT steering committee for India and Singapore as regional hubs with respective stakeholders’ to ensure alignment within each individual Country and at corporate level for IT projects.
* Consolidated the IT operations and application hosting for 680 primary care clinics in Hong Kong into one data center with VPC architecture. Virtualized servers and storage with cost avoidance of $10 million.
* Successfully certified the primary and disaster recovery data centers for ISO 27001 certification.

**Aviva Life Insurance Company,** Gurgaon, Haryana, India**2009 – 2011*****Chief Information Officer and Senior Vice President***

* CTO, CISO and Technology Liaison for India office with Singapore Regional Office of Aviva Life Insurance.
* One of 8 Architects for Aviva Life Insurance worldwide. Incubated data analytics solutions regionally.
* Created web portal to interface with bank systems for life insurance policy issuance resulting in new topline revenues of $50 million in the first year.
* Designed and implemented web portal for Insurance Agents reducing policy issuance by 2 weeks.
* Created data marts for Actuarial, Finance and HR analytics and executive dash boarding.

#### **TATA-AIG Life Insurance Company,** Mumbai, Maharashtra, India **2007 - 2009**

#### **Chief Information Officer and Senior Vice President**

* CTO, CISO and Technology Liaison for India office with Hong Kong Regional office of AIG Life Insurance.
* Designed and built primary data center and remotely managed disaster recovery data center for AIG group companies in India resulting in cost avoidance of $54 million over 5 years.
* Implemented ERP’s PeopleSoft (HR) and SAP R/4 (Finance and Procurement) for operational efficiencies.
* Implemented lean six sigma project to reduce new product launch from 120 days to 60 days.

#### **Bank of America,** Newark, Delaware **2000 - 2007**

#### **Vice President of Consumer Banking Technology**

#### Managed Technology for Credit Card portfolio for Customer Relationship Management (CRM), Customer Assistance (Collections) and Fraud (detection, prevention, strategy and analytics, operations, integration).

* Member of Enterprise Architecture Board for Consumer Finance division.
* Managed Consumer Finance Technology for POS (unsecured) and Mortgage product (secured) loans.

**COMSYS, Inc.,** Texas, USA **1995 - 2000**

#### **Program Manager and Architect**

* IT Consultant for clients like Olivetti North America (Orlando, Florida 1995-1997), First Union National Bank (Charlotte, North Carolina 1997-1998) and Sherwin-Williams Paint Company (Cleveland, Ohio 1998-2000)

**TESTECH ELECTRONICS,** Bangalore, India **1989 - 1992**

***Developer***

**EDUCATION**

* M. S. Degree in Electrical Engineering, Southern Illinois University, Carbondale, Illinois, USA **1995**
* B. Tech. Degree in Electrical Engineering, National Institute of Technology Hamirpur, India **1992**

**CERTIFICATION & TRAINING**

* Certified Culture Change Champion at University of Vermont Health Network, USA
* Green Belt in Design for Six Sigma at Bank of America, USA

**TECHNOLOGY EXPERIENCE**

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| **Cloud:** | Azure, AWS, Google, Sales Force, Private and Public Cloud Hosting |
| **Mobile:** | iOS, Android |
| **ERP:** | Oracle e-business R12, SAP R/4, MS Dynamics AX 2016 |
| **Software:** | PeopleSoft, Oracle HRMS/Cloud HCM, Taleo, Kronos, Ultipro, Workday, Clarity |
| **QA/Testing:** | Jira, Rational Rose, RFT, Selenium |
| **Healthcare:** | PACS, Healthcare Informatics, Revenue Cycle, Lab IS, EMR, Emergency, OR/OT |
| **HIS:** | EPIC, McKesson, Cerner Millennium, Trakcare, GE Centricity, Akhil, Allscripts |
| **Machine Learning:**  **Methodologies:**  **Regulatory:** | MS Azure Platform, Predictive Algorithms, Sales Force – Einstein  Agile – Scrum/XP, Waterfall, ITIL v3, Six Sigma (DFSS, Lean), PMI (classes)  HIPAA, PCI |
| **Security:**  **Staffing:** | NIST, ISO/ISE, COBIT, Firewalls, Perimeter/End Point Security, Data Loss Prevention (DLP), ePolicies, Enterprise Security Manager, Cyber Security, VAPT  Onshore, Offshore, Hybrid Model, Managed Service onsite/offsite |