# SWATHI RAJANNA

 Bangalore, India |+91 9902233911

 [swathirajanna21@gmail.com](mailto:swathirajanna21@gmail.com)

# DELIVERY MANAGER @DATAMI TECHNOLOGIES

Senior IT professional with 11 years of experience in driving Portfolio/Program Management, Customer Delivery across large global organizations in Health Care IT sector across US, Qatar, Australia and UK. Looking for challenging Senior Management engagements with growth-oriented organizations.

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|  | SKILLS | PROFILE SUMMARY |
| * Portfolio Management * Program Management * Agile Methodologies * Stakeholder Management * Vendor Management * IT Strategy * Virtual Team Management * Financial Management * Client Interaction * SaaS Implementations * Charismatic Leadership * Training and Mentoring | | * 10+ years of total experience in the IT industry. * Implementing **SaaS Products** and **Cloud-based Projects.** * Handling multiple Programs for Provider outreach Interoperability in the Health care insurance sector. * Subject Matter Expert for implementing Healthcare Interoperability Solutions like **HIE** (Health Information Exchange), **Provider Portal, Mobile MD, RLN** (Reference Lab Network), **Cerner Direct, Cerner Resonance, and Cerner Commonwel.** * Involved in all stages of **Project Management**, Promoting Healthcare Interoperability Products, and winning potential deals globally. * **Negotiating the Contracts** between the clients for different products implementation. * Involved in **defining virtual teams and identifying the cross team functional structure. Defining Program and Program Plan**, **Identifying Internal** and **External Stakeholders. Taking up initiatives to reduce communication gaps.** * Designed **Cost, Scope, and Schedule Baselines** with effective **Risk Management** and **Mitigation Plans**. * **Managed Resources** according to their skills and availability to achieve the project deadlines. * **Client Relationship Management** with timely deliverables and proactive training sessions. * Providing reports to the Higher Management and involved in **Designing Strategies** for expanding the business and selling the licenses. * Managing the team of 34 and motivating them to keep them aligned to the goals. |
|  | KEY STRENGTHS |
| * **Portfolio & Program Management**   Planning, Costing, Budgeting, Staffing, Estimating, Organizing and working on multiple programs   * **Client Delivery** Understanding client requirement and contractual   deliverables, major milestones and dependencies about deliverables, engaging stakeholders. Successfully delivered programs with large  multinational companies | |

* Handled different clients from the **US, UK, Qatar,** and **Australia.**
* **Adept at leading and influencing** cross-enterprise teams (onshore, offsite, and offshore), prioritizing technical issues, and delivering high- quality solutions.
* **Stakeholder and People Management**

Understanding the needs and challenges, negotiating for resolutions with stakeholders involved in projects. Managing multiple cross functional teams

from different geos.

CAREER GRAPH

### @DataMI Technologies

**Program Manager since May 2023 August 2023**

* Responsible for the MVP, MVNO, Establishment for the US based Telecom clients.
* **Technical**

Data Center Transition and Transformation on HIE. Leading move to Commonwel and Meaningful Use implementation and assessing program risks and its consequences prioritizing them as per the customer needs

* Responsible for delivery management across multiple programs.
* Building shared pods and cores to set up rapid SDLC process.

### @Legato HealthCare Technologies

**Program Manager since July 2021 till November 2022**

* Heading Ohio and Kentucky for HealthCare Insurance Interoperability Program
* **Digital Transformation**

Contributed to Digital Transformation in 4 main areas.

Process Transformation. **Business model Transformation.**

**Cultural Transformation Domain Transformation** to achieve the best practices which helped in fertile service lines

* Solution end-to-end Project and Program management for multiple data sharing on direct and Healow platforms.
* Solution and migrated to Cloud-based SaaS Services using Kubernetes
* Responsible for Provider outreach and consenting the Higher Manager for clinical and insurance data acquisition.
* Setting up an automation process to fast-track the consenting process by adding new ways to approach the provider groups.
* Managing e- Clinical works Project to enable remote care providers data acquisition.

### @Tavant Technologies

**Program Manager since November 2020 till June 2021.**

* Working as a Program Manager and handling end to end Program Management for US
* Responsible for stakeholder management onsite and offsite to make sure the projects are run flawless.

### @Neutrinos Private Limited

**Program Manager 13 Jan 2020 to June 2020**

* Working as an acting **Regional Head** for the Malaysian.
* Handling 26 associates spread across 3 teams. Catering to the Vehicle, Travel and Health Insurance area.
* Involved in Client negotiation, Project structuring, Project Planning and Deliverables adhering agile styles.
* Responsible for planning & driving product development, customization and maintenance using agile methodology
* Establishing and assuring adherence to budgets, schedules, and work plans while meeting high quality standards.
* Ensure smooth functioning of development & test environment in order to meet developer needs and customer commitments
* Responsible for managing and providing special support to Customers for migrating or upgrading from an older release to the latest one

### @Cerner Healthcare Private Limited.



**Interoperability Project Manager March 2018 – Dec 2020**

* + Advise client executive suite in setting strategic direction and making recommendations regarding client workflows
  + Lead and coordinate the implementation of Interoperability initiatives (ADT, CCD, CCDA, Lab, and EMR integrations).
  + Partner with internal and external project teams to strategize solution enhancements and drive solution
  + Implementation strategies
  + Manage complex client projects in environments with a high degree of variability that requires influence to achieve
  + Targeted outcomes
  + Accountable for external client relationships and act as an escalation point for client and project risks
  + Design content for solution training collateral
  + Assist internal and external teams with complex solution configuration, testing, and troubleshooting
  + Drive strategic internal organizational initiatives and manage complex client projects in environments with a high degree of variability that requires influence to achieve targeted outcomes
  + Manage routine associate situations and direct the work efforts and results of a team of associates
  + Develop team goals and manage them for results
  + Develop associates through coaching performance, completing performance reviews, goal setting, and development planning.
  + Developed a Management Plan for managing clients on the different regionals and set up the pre-requisites.

### Senior Configuration Consultant September 2017 - March 2018

* + Worked closely with the US MobileMD Product team in the Infrastructure and Technology group.
  + Responsible for the upgrades and adding new features to the Provider and Patient Portal of the HIE
  + Deploying the configuration related changes and hotfixes
  + Estimating the workflow for each activity & resource planning for the same.
  + Web portals configuration
  + Creating & Debugging XSLT email and validation letter formats
  + Uploading video tutorials and QRGs to the portal
  + Setting up new clients in TFS and SQL scripting for making changes inside the portals
  + Regression Testing

### Test Analyst June 2016 - September 2017

* + Building automated test cases for HIE solutions.
  + Adding new features to the Applications and monitoring the performances.
  + Tested the clinical data flow for Interop solutions.

### Previous Candidatures.

**Embytes Solutions - Senior Test Automation Engineer - December 2015 to March 2016**

**Amazon India – Quality Assurance Engineer – April 2015 to November 2015**

**OS Infotek – Manual Test Engineer – August 2012 to February 2015**

**ADDITIONAL ACCOMPLISHMENTS:**

* + Selected for **IDP for Women in Leadership Program** at eMids Technologies.
  + **Raising star award** for the years 2019 and 2019 from Cerner.
  + **Emerging star award** for the years 2017 and 2019.
  + The client recommended the “**Employee of the year**” award for the year 2018

## EDUCATION:

**BE (Information Science) Sai Vidya Institute of Technology**, **Bangalore 2008 – 2012**



**MBA Executive (Pursuing) Christ (Deemed to be) University**, **Bangalore 2021 – 2023**



**Certificate Program – Strategy Management IIM Nagpur 2022-2023**

**SKILLS:**

**Tools**: Selenium, Jira, Remedy, Microsoft Project, Eggplant, Devops, Tableau, and RPA



**Technical Awareness:** Java, HTML, XML, SQL, CCD, HL7, UNIX

**Certifications:** PMP, CSM, HL7, and HC100

**Healthcare Solutions Knowledge:** HIE, RLN, Commonwell, Epic eHealth, Mobile MD, Cerner Direct, Cerner Resonance, provider Portal, Patient Portal, and E-Prescribe,

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**References:** Available on Request