

MOHAMMAD SHAHID HUSSAIN

Glastonbury, CT | 860-869-8370 | mshahid17@gmail.com | <https://www.linkedin.com/in/mohammadshahidhussain/>

DATA ENGINEERING MANAGER

Dedicated Enterprise Data Engineering Manager with a proven track record of leading data governance initiatives and enhancing data sharing processes. A results-driven professional with over 15 years of experience in data warehousing, engineering, governance, data sharing, and Agile Product Owner roles. Proficient in understanding and optimizing data flows, ensuring data quality, and aligning IT projects with organizational goals.

AREAS OF EXPERTISE

Data Engineering Expertise | Data Analysis & Interpretation | Data Management/Warehousing | Database and Cloud Skills | Data Modeling | Maturity Models | Data Governance | Data Interoperability | Data Security | Agile Product Ownership | Digital Transformation | Data Lakes | Data Quality Assurance | Data Mapping and Transformation | Data Cataloging | Business Requirement Analysis | Healthcare IT Systems | KPI Achievement | Operation | Performance Metrics | Critical thinking | Problem Solving | Prioritization | Leadership and Team Management | Pro-active Communication | Cross-functional Collaboration

TECHNICAL PROFICIENCIES

GCP | Microsoft Azure | AWS | SQL | Python | SAS | Statistical Analysis | Predictive Modelling | Tableau | Power BI | OLAP | Salesforce Marketing Cloud (SFMC) | Teradata | Hadoop/Hive | Master Data Management (MDM) | TIBCO/ESB (Enterprise Service Bus) | SoapUI | IBM Sterling (Customer Order Management) | TIDAL | Control-M | Rally | ServiceNow | JIRA and Confluence

PROFESSIONAL EXPERIENCE

Aetna, A CVS Health Company, Remote

January 2020 - present

Program Manager, Data Engineering (Internal CVS Designation Lead Director)

- Leading Data Engineers & Architect teams to build Models, Pipelines & Workflows for transformational or Modernizing projects esp. in Cloud based initiatives.
- Led the Orchestration & Automation of **1,000+ data processes** using technologies like SAS, Python, SSIS, PL/SQL, Teradata, Hadoop/Hive and Tableau thus saving **5,000+ hours annually**.
- Processed & managed large data sets from multiple sources through complex ETL/ELT, SAS to Medicare Star Data Engine.
- Managing GCP Cloud migration and integration of homegrown Statistical Analysis, Predictive Modelling, and Machine Learning (ML) modules. This helped to speed up the Business insight for Medicare Stars rate forecasting **by 20% over a period of 2 years**.
- Established streamlined, standardized, and optimized mechanisms with continuous improvement (CI)/ continuous development (CD) for day-to-day production support of Analytics suite of products. This helped to reduce technical debt and increased **Member outreach volume by 10% per month**.
- During this period Medicare Advantage membership retention increased by 800 BPS and membership acquisition increased from **2.2 million to ~3.4 million (i.e., 55%) over a period of 4 years (2019-2023)**.
- Leading the Operational Excellence center, overseeing 10+ technical resources for Medicare Data Team.
- Collaborating with program leaders and stakeholders to conduct discovery and business requirement sessions, ensuring a clear understanding of data flows across the department.
- Interfacing with cross-functional teams and management to establish data policies and processes.

Aetna, A CVS Health Company, Hartford, CT

March 2018 - January 2020

Sr. Informatics Manager

- Managed support for Stars Data Engine processes across different domains within Medicare Business line.
- Leveraged HEDIS, Medicare Part C & Part D measures data for Medicare stars performance analysis of the health plan by optimizing data collection methods, identifying right success metrics from IT systems like Electronic Medical Record (EMR), Enrollment & Claim systems.
- Processed & Managed large data sets from multiple sources through complex ETL, SAS to Data Engine.
- Monitored data usage, identifying opportunities for process improvement and enhancements to governance rules and standards.
- Led the Development of analytic programming tools using SAS, Python, SQL, Tableau and Power BI.
- Established and enforced data governance processes and frameworks, ensuring compliance.
- Led & developed the creation of dashboards and reports to track Data Governance activities.
- Managed and prioritized the product backlog, acting as a liaison between product and development teams.

Aetna, A CVS Health Company, Hartford, CT

July 2014 - March 2018

Digital Implementation Manager

- Led digital transformation for Medicare Member Engagement, collaborating cross-functionally and improving experience for senior members (65+ years old) of Medicare Advantage Health plans.
- Assisted in R & D for creating a world-class **Consumer Preference & Permission (P&P) platform** strategy.
- Spearheaded Salesforce Marketing Cloud (SFMC) implementation for digital & email communications.
- Led Google Geo Map integration in Member Journey handbook, showing nearest locations for members improving the **Net promoter score (NPS) by 300 BPS**.
- Derive insight with actionable KPIs like CAHPS (Consumer Assessment of Healthcare Providers & Systems).

Starbucks, Seattle, WA

January 2014 - July 2014

(Consulting through Globemet Consulting)

Sr. Data Engineer

- Contributed to the Digital Venture Analytics (DVA) project, focusing on card and loyalty programs.
- Led coordination efforts with Business and Operations teams to transition from MicroStrategy (MSTR) to OBIEE reporting tools for the DVA project.
- Generated test data, developing, executing test plans for white and black box functional testing.
- Developed automated testing systems using commercial tools, scripts, and datasets to minimize time on redundant testing efforts and improve quality.
- Identified trends and gaps with existing systems and processes. Identifying opportunities and proposing projects to improve systems, processes, and infrastructure.

Nordstrom, Seattle, WA

March 2011 - January 2014

(Consulting through Infosys Limited)

Technical Test Lead

- Supported Customer Knowledge Data Warehouse, Customer Analytics, Web/Clickstream Data Analytics and Real-time Decision Services (RDS) projects and their integration with Master Data Management (MDM).
- Leveraged above data sources to provide actionable analytics & reporting dashboards for like Customer Lifetime Value (CLV) & Order Management Life cycle.
- Implemented Infosys in-house TDM (Test data Management) and Grid Data Maker tool which helped in proper End to end System, Regression & UAT testing of Customer data warehouse.

Infosys Limited, India, Australia & USA

December 2006 - March 2011

Software Engineer

- Supported the modernization of their ETL processes for Enterprise (EDW), Strategic Data Mart and Claim Reporting Systems (CRS) for client Aetna.
- Evaluated systems and data quality processes, recommending improvements.
- Documented data flows to enhance data quality and lineage.
- Led Superannuation, retirement, and taxation projects in Australia for Finance client AMP.
- Led offshore team of 10 resources for building a large data warehouse for a European banking client.

EDUCATION

Bachelors In Technology; Specialization in Marine Engineering

Jadavpur University, India

CERTIFICATIONS

- Transitioning into Machine Learning Engineering
- Overview of Generative AI (Artificial Intelligence) for Business
- Business Acumen: Intermediate
- Agile Foundation Certification (from Project Management Institute (PMI))
- Transition to Advance Leadership (from Duke Corporate Education)
- Aetna University: Leadership Essentials, Transformational Leadership and Executive Presence
- Aetna Business Excellence (ABX) White & Yellow Belt Certification
- LOMA 280/290
- SAS Programming 1: Essentials
- Statistics I: Introduction to ANOVA, Regression, and Logistic Regression
- IQ Foundation Certification
- Infosys IVS Technical Foundation / Technology TA TR 201/ Technology 202 Certification
- Infosys RETL Introduction to Retailing/ Multi Channel Commerce/ Warehouse Management