

## Mr. Viraj R. Doshi

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### Summary

IT Professional with over 18 years of experience in object oriented design & programming application software. Experience Project Management as well as technical aspects. Have extensive experience Client interfacing, software projects management and execution. Have Exposure to all phases of SDLC – requirements, collections, analysis, design, development, testing, integration, delivery and maintenance.

#### Certified Scrum Master - Scrum Alliance

Expertise includes:

- 18+ years of combined US-India experience in IT industry involving SDLC, Execution, Delivery and Support
- 10+ years of experience on Project Management & Team Management – working on Lead positions and with Senior Management
- Experience in working with cross functional and cross location teams – within as well as outside of organization.
- Project management from initiation to delivery and support using all phases of SDLC
- Sound experience in Project Management techniques – LEAN, Agile, Scrum, Waterfall
- Project execution– Microsoft stack, CMS, DevOps, Cloud, Microservices, Javascript frameworks, server side languages and different databases
- Expertise on Client Communication and Client Management
- Experienced in People Management, KRAs, KPI, Team Building Activities
- Consistent team player with strong analytical and troubleshooting skills.
- Sound Domain Knowledge of Financials, Healthcare, Banking, Foreign Exchange,
- Self-motivated and open and willing to learn new technologies and take on new opportunities
- 10+ years of experience in developing applications on various .NET Technologies – Database, Web Servers and application development frameworks.

US Healthcare experience:

- Working experience on EMR, Billing and RCM projects.
- Aware and compliant of processes and certifications – HIPPA, CCHIT, Meaningful Use
- Working experience in Healthcare automation, FTE savings and increase in ease of work and productivity and Business Automation
- Exposure and experience of 4+ years in US Healthcare domain, knowledge of standards like HL7, ICD(9,10) CPT, LOINC, SNOWMED, and HIPPA etc.
- Intersystem cache ensemble integration project
- Lab integrations with QUEST, ATLAS, LENCO, LABCORP
- Bi-directional Integration between EMR and other systems with ADT, SIU and DFT HL7 message
- Create continuity of care document (CCD) for CCHIT and ARRA certification 2012
- Create CCD as per standards like CDA, CDA4CDT, IHE, HITSP C32, C80, C83
- Experience in Healthcare technologies – Mirth, Ensemble, EMR./EHR products

## Personal Information

Bachelor's Degree in Commerce, Gujarat University, India (1999)  
Diploma in Computer Programming (1999)  
Advanced Diploma in Web Technologies from ARENA Multimedia (February 2000)

**SNDJ Consultants Pvt. Ltd, Ahmedabad**  
**Role: Systems Delivery Manager**

**12/2018 to Current**  
**Client: Envision Healthcare**

SNDJ Consultants Pvt. Ltd develops software and offers application support services for one of the major hospital networks in U.S. – Envision Healthcare. The company has multiple teams of software developers, tech leads and software support.

### Responsibilities:

- Single point of contact for Onshore – in charge of India office
- Handling all aspects of organization – software development, delivery, support, performance management, processes and budgeting.
- Working with IT and Software Vendors for service management
- Lead on Multiple projects – requirement gathering to delivery and production support.
- Initiate and drive process evolution, culture and technologies of the organization
- Performance appraisals, Salary negotiations, Candidate onboarding and off boarding, recruitments, team activities
- Developing talent maps and working with vendors for technical and other recruitments
- Responsible for achieving HIPPA and ISMS compliance – policy documentation, trainings and audits
- Work with US clients directly as well as competition counterparts for Solutions delivery and support
- Accelerate automation approach

### Software Development:

- Lead a team of 50+ people - Software Developers, Team Leads, Technology Leads
- Integration and connect of projects/solutions for enterprise
- Liaison between onshore and offshore
- Work with customers and business users for priority driven project execution and deliverables
- Project Management and delivery – SDLC, Risk Management, Costs
- Responsible for technical up scaling the organization – legacy technologies to cloud computing and modern technology concepts
- Usage of technologies within SDLC and operation execution (JIRA, .net core, sonarqube, dockers) and DevOps
- Ensure deliverables meets as per the SLAs – quality, coding standards etc.
- Perform various health checks and project progress status meetings with internal and external project stakeholders
- Monitor project execution activities and remove blockers
- Lead support activities of the project

### Support

- Overseeing support operations, systems and teams
- Lead a team of 15+ people for supporting around 10+ business applications
- Manage customer expectations using the organization's SLA framework
- Responsible for generating and assignment of new work
- Shift management for support teams on monthly bases
- Manage incentive structure for support team

### **Team Management:**

- Manage and allocate resources – software development and support teams
- Manage team's cost parameters with onshore – hourly rates, individual productivity and technical knowledge.
- Responsible for team evaluation for offshore and manage teams' productivity using KRAs and KPIs
- Train teams on processes, technologies and support
- Conduct various team engagement activities, manage talents

### **S&P CAP IQ-S&P Global**

**09/2014 to 11/2018**

### **Role: Project Manager/Lead Business Analyst**

S&P Cap IQ (formerly, SNL Financial) – a unit of S&P Global is the premier provider of breaking news, financial data and expert analysis on business sectors critical to the global economy: Banking, Insurance, Financial Services, Real Estate, Energy, Media & Communications and Metals & Mining

The company has their product called Market Intelligence. It provides data services to its subscribers using their website. This data is driven by the back end content applications. The role of Project Manager-Lead resource is to work in Agile/Scrum environment and responsible for content and product applications enhancements and maintenance.

The company works on Agile/Scrum and LEAN methodologies and have over 120 scrum teams

### **Responsibilities:**

#### Agile/Scrum:

- Working in Agile/Scrum culture.
- Project Manager/Scrum Master – Lead for projects
- Develop release plans and execute timely iterative software releases.
- Responsible for requirements gathering, analysis, stakeholder communication
- Assist in Product backlog grooming
- Stakeholders' requirement management and develop user stories.
- Conducting scrum meetings, planning meeting, grooming meeting, retrospection
- Responsible for various specifications, supported by documents and mockups.
- Co-ordinate with QA and UAT Team
- Responsible for Identifying risks and come up with mitigation plans, workarounds
- Responsible for timely project progress and delivery, project health checks.
- Provide timely project updates and status trackers.

#### Technical/team work:

- Handle product support issues
- Work with the team onshore and offshore.
- Responsible for writing SQL Queries and database object layer.
- Work with database architecture team for creating and modifying database table structures – to suit business requirements.
- Work with development team for implementation of business requirements.
- Facilitate Trainings for new hired Project Managers

**Medusind Solutions**  
**Assistant Project Manager**

**03/2012 to 08/2014**

Medusind Solutions is a healthcare company in business for 10 years; The Company has offices in US and offices in major cities of India. The overall strength of the company is over 1300 people. The major work of the company includes business analysis, client billing, data and voice operation. These activities are supported by IT and most of them are automated using IT Software.

**Responsibilities**

Project Management:

- Key player in transitioning from Waterfall to Scrum,
- Working in Agile/Scrum culture.
- Project Manager/Scrum Master for projects
- Develop release plans and execute timely iterative software releases.
- Responsible for requirements gathering, analysis, stakeholder communication
- Assist in Product backlog grooming
- Stakeholders', business requirement management and develop user stories.
- Conducting scrum meetings, planning meeting, grooming meeting, retrospection
- Responsible for various specifications, supported by documents and mockups.
- Co-ordinate with developers, QAs and UATs
- Responsible for Identifying risks and come up with mitigation plans, workarounds
- Responsible for timely project progress and delivery, project health checks.
- Provide timely project updates and status trackers.
- Team training and practice on implementing and smoothen Scrum practices

Technical/team work:

- Work with development team for implementation of business requirements.
- Work with the team onshore and offshore.
- Work Allocation to Team Members
- Work Integration with Analysts, Software Developers and QA Team.
- Technical leadership work including architectures, patterns and technical insights
- Responsible for application design, coding and implementation.
- Responsible for Team Code Reviews
- Team Management, Performance Reviews, Appraisals, New hires
- HL7 Interfaces using Ensemble & Mirth
- Other Misc. Management & Technical Tasks

**ISM India**  
**Team Lead**

**05/2010 to 03/2012**

Integrated Systems Management, Inc. (ISM) is a US-based software development firm in business for nearly 20 years, with company owned/managed offshore development centers in India. The company specializes in a healthcare product and has more than 6500 users.

**Responsibilities:**

- Team Leader in HL7 Integrations
- Client facing and Communications - Requirement Gatherings, analysis and Documentation
- Work Assignment to Team and effort estimation
- Lead in developing HL7 bi directional interfaces with labs and billing systems
- Investigation and "cracked down" the interface engine and its technology.
- Write code for interface implementation of various US Healthcare HL7 messages.

- Custom Technical Framework Development – Implemented OOPS Concepts and coding to build the architecture – Intersystems Ensemble and ASP.NET
- Web services Development using Ensemble and Cache and Microsoft.NET – Interface Dashboards
- Configuration and implementation of protocol based communication – SOAP,TCP/IP,FTP
- Integration among different client systems with company's system using HL7 Standards
- Study and Implementation of CCD - Continuity of care Document
- Research of HL7 v3
- QA, Troubleshooting / issue resolving

**Technologies:** Intersystems Ensemble, HL7 v2.X, Microsoft ASP.NET, SQL Server 2008 Professional, SQL Server Reporting Service, IIS, LINQ, Windows Servers

**Roars Technologies Pvt Ltd.**  
**Team Lead**

**09/2009 to 04/2010**

- Team Lead for projects
- Require gathering with clients and write specs
- Technology development
- Assign and execute project with team members on Microsoft.NET stack
- Project Delivery and Support

**Caliber Consulting Corporation, USA**  
**Software Consultant**

**09/2006 to 09/2009**

- Worked as a Software Consultant in USA
- H1B Visa for 3 years
- Work at client side and use SDLC to plan, develop, release and maintain various projects
- Worked on projects using Microsoft.NET and SQL technologies

**Virmati Software & Telecommunications Ltd**  
**Role: Senior .NET Developer**

**08/2002 to 08/2006**

- Team member in software development projects
- Use new and existing technologies to build software systems
- Unit testing
- Write SQL queries using Microsoft SQL
- Source code management using version control systems
- Worked on projects for Core Banking System, Foreign Exchange, Municipality Systems

**Cybersurf India Pvt. Ltd**  
**Web Developer**

**08/2001 to 08/2002**

- Developed several websites
- Used Graphical designing tools like Photoshop, Flash
- Use of HTML, DHTML, JavaScript,
- Use of Flash Actionscript (4.0)