

# AMISH SHAH

## IT INFRASTRUCTURE TRANSFORMATION LEADER

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**Senior-level leader with 20+ years of proven track record in creating, planning and executing enterprise level IT strategies to drive organizational growth and digital transformations. Experienced in broad range of IT and Business functions in Healthcare, Telecommunications, Business Process Outsourcing (BPO) and Utility verticals.**

### PROFESSIONAL SUMMARY

- Guide business in developing and executing multi-year IT strategic and operational roadmaps. Strong experience in building and managing Infrastructure As-A Service (IaaS) delivery model with \$5M to \$100M budgets.
- Experienced in guiding businesses through Digital and Cloud transformations; performance, service and disaster management; and capacity planning of enterprise data center facilities, server, telecommunications, networking, security, and backup infrastructure and support.
- Proven track record in reducing IT operations cost and driving continuous improvement by aligning IT strategies to corporate goals, and implementing business process simplification strategies and lean "Asset Light" operational model.
- Strong track record in developing and improving IT governance models, strengthening security posture, minimizing risks and achieving compliance. Advanced knowledge of current Cyber Security threat perceptions and counter measures.
- Adept in building and leading high-performing and multi-cultural teams in delivering consistent value to customers and corporate.
- Providing the leadership for competitive wins, successful solutions design/delivery, and long-term customer retention.

#### **Core Accomplishments:**

- M&A Integration –
  - Directed integration of multivendor dispatch systems acquired through Air and Ground transportation businesses resulting in increase of \$14.6M annual revenue growth by improving 4% additional transportation trips.
  - Led the standardization and consolidation of infrastructure across 17 data centers resulting in savings of \$3.2 annually.
- Led enterprise initiative to standardize, centralize and migrate 3100 clinics to hybrid AWS Cloud-based solution.
- Developed and executed national strategy of AI-enabled Next Generation 9-1-1 solution to meet Federal and State directives.
- Negotiated and restructured several contracts for services and solutions to deliver YOY savings of \$1M+.

#### **Core Competencies:**

Business & Technology Strategies & Roadmaps • High-Impact Solution Design & Recommendation  
Proposal Development & Revenue Growth • Contract Negotiation & Management • Budgeting & Financial Management  
Client & Partner Relationship Management • Solution Delivery Lifecycle Management • Pilots & Global Deployments  
Cloud, Digital & Agile/Scrum Adoption • Cross-Functional Team Leadership • Risk, Issue & Change Management

### PROFESSIONAL EXPERIENCE

#### **GLOBAL MEDICAL RESPONSE – Denver, CO**

**Oct 2018 - Present**

*Leading national provider of quality medical care and transportation services to government entities, hospital systems, and insurance companies*

#### **DIRECTOR IT**

Recruited to drive a complete transformation, standardization, and integration of infrastructure to mitigate contractual financial penalties, comply with new regulatory requirements, and position organization for continued competitive growth nationally.

#### *Key Projects*

- Dispatch Communications: Directed and led \$3M development efforts to integrate Telecommunications, Radio and Computer Aided Dispatch (CAD) systems to improve transportation dispatch service and vehicle tracking operational efficiencies.
- Artificial Intelligence (AI) Collaboration: Directed \$30M multiyear national initiative to digitize and initiate AI-enabled contact center in preparation for Next Generation 9-1-1 (NG911) service to meet Federal and State directives.
- Hybrid Cloud: Led multiyear consolidation and migration efforts of transportation dispatch centers to hybrid AWS Cloud-based solution. Slashing 65% infrastructure footprint, improve to 99.999% uptime, and savings in excess of \$550k.

*Business Growth & Transformation Leadership*

- Led teams in assessing disparate infrastructures of acquired Air and Ground transportation businesses, analyzing contractual obligations, and implementing redundant, secure, and high-availability infrastructure across 74 offices and 650+ dispatch centers that increased CX value by 20%, employee utilization by 15%, and service level by 7.5%.
- Reduced the project delivery timeline by introduction of Agile Scrum methodology to deliver quality product at reduced cost structure program, improve value to stakeholders, and reduce the program timeline.
- Recommended and championed the strengthening of IT policies, procedures, and security structure that minimized risks and achieved compliance with HITECH, HIPAA, SOX and PCI requirements. Directed the implementation of data encryption, storage, and archiving strategies, policies, and controls to protect data across large ecosystem.
- Established IT 'As-A' strategic partner to the Air and Ground Medical Transportation, and Fire Services businesses in capturing, growing, and retaining contracts with public, private, and corporate sector clients.

**DAVITA, INC. – Denver, CO**

**Dec 2013 - Oct 2018**

*Fortune 500 Company and parent company of DaVita Kidney Care and Healthcare Partners servicing 1 million patients globally in 5000+locations within 12 countries*

**DIRECTOR, TELECOMMUNICATIONS ARCHITECT**

Chosen to transform, stabilize, and implement a scalable global communications and collaboration infrastructure to enable continued 5-7% YOY growth of the Dialysis and acquired Healthcare businesses.

*Key Projects*

- Data Center and Site consolidation: Led consolidation of 17 data centers, buildout of 5 sites, decomm of 9 sites.
- Telemedicine: Led Telemedicine initiative across 45 Dialysis clinics in Colorado and Arizona to improve patient's post-dialysis observation and medical check-up services routing.
- IFF: Instrumental in leading CEO-sponsored Investment For Future (IFF) initiative to reduce 2% IT Ops Budget. Migrated and transitioned telco services nationally resulting in \$2.1M yearly savings.

*Business Growth & Transformation Leadership*

- Developed and executed 5-year roadmap that replaced disparate infrastructures, resulting in improving uptime from 99.2% to 99.9%, reducing yearly costs by 17%, slashing technology footprint by 70%, optimizing redundancy, and providing a robust architecture to integrate new acquisitions.
- Drove the digital transformation of data and voice services for the Dialysis business across North America servicing 40,000+ internal users to improve the patient experience, standardize the delivery of services, and centralize operations.
- Directed strategic migration of the medical records (EHR/EMR) to AWS in agreement with the department, assess information technology needs, while directing information systems integration, IT vendor support, applications development, database management, user and system support, and related operations.

**TTEC HOLDINGS, INC. – Englewood, CO**

**Jun 2006 - Dec 2013**

*Leading global Business Outsourcing Process (BPO) provider of customer experience, engagement, and growth solutions*

**IT HEAD – EMEA, INFRASTRUCTURE ARCHITECT & PRINCIPAL ENGINEER**

Recruited to manage, expand, and optimize IT infrastructure and operations throughout EMEA region. Managed teams which oversaw infrastructure and end-user services, including architecture, engineering, help desk and technical support.

*Business Growth & Transformation Leadership*

- Led the development of winning responses to RFPs and RFQs result in capturing 3 new clients/225 Agents business. Guided teams in analyzing clients' environments, recommending solutions, and securing referenceable accounts.
- Drove the replacement of multi-vendor phone system with Cisco-based solution across 67 global sites to enhance end-user experience and resulting in operational costs reduction by 27% to \$1.7M savings yearly.
- Directed the modernization of infrastructure to provide VoIP services for 32 clients that reduced footprint and associated costs, improved customer satisfaction scores and service delivery value by 30%, and increased service level by 5%.

*Early Career*

**GE Healthcare EMEA (2005-2006), Program Architect**

**Centrica PLC/OneTel (2000-2005), Senior Engineer**

**British Telecom PLC (1998-2000), Supervisor**

**EDUCATION**

**Master of Science in Computer Science, University of Westminster, United Kingdom**

**Bachelor of Science, University of Kolkata, India**