

Atul Peres-da-Silva, MBA, PMP, PMI-ACP, PgMP

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PROFESSIONAL EXPERIENCE

Blue Cross Blue Shield of North Carolina, Durham, NC

2013 - Current

Senior Enterprise Program Manager

- As a Program Manager, leading the effort to manage a \$8M CCFE (Common Claims Front End) Remediation program to replace the current back end JCAPS business editing and routing with the EDIFECs third party product. This application will assist BCBS with validating, transforming and routing transactions like enrollment, eligibility, claim status, claim payment, and claim submission.
- As a Program Manager, led the effort to manage a \$15M Provider Management Information System Program to position the company with capabilities that will allow for flexible, customer networks while improving operational efficiency.
- Working with key stakeholders and SMEs, conducted a series of kick off meetings to identify hotspots within BCBSNC infrastructure to support the massive growth and sales volume in open enrollment expected as a result of Obama's Health care plan. Key responsibilities included requirements gathering, vendor selection, and resource coordination of multiple vendor contacts needed for the execution of the project.

Fujitsu North America, Durham, NC (in partnership with BCBS NC)

2011 to 2013

Senior Technical Program Manager

- Working with C level executives and senior management, assisted BCBSNC with the upgrade of their main claims processing system. Conducted a series of requirements gathering and Delphi sessions to make informed decisions surrounding changes to claims processing, customer inquiries and enrollment, appeals and other business functions. Assisted the team with testing and the creation of use cases for debugging purposes. As a result of fostering a strong team environment, delivery of this program led to the:
 - transfer of millions of pieces of data – including claims and other transactions
 - deployment of a new icon to over 4000 desktops with over 200 screen changes
 - 25% decrease in call center volume and 50% increase in customer satisfaction
 - The training and mentoring of over 30 team members to assist with the implementation
- Partnering with BCBS Senior Management, led the effort to upgrade and consolidate BCBS's NAS environment to a vendor supported storage solution that was more efficient and cost effective. This solution resulted in:
 - savings of over 6 million dollars over a 3 year period
 - standardized storage allocation and utilization protocols including quotas and auto mounts
 - the migration of all network attached and non-network drives to the new NAS environment

Blue Cross Blue Shield of North Carolina, Chapel Hill, NC

2007 to 2011

Senior Technical Program Manager

- Using a number of design sessions, assisted a group of stakeholders and SMEs to gather requirements to replace a series of disparate solutions (time tracking, portfolio management) with a master portfolio management tool. Using the fundamentals of project management, guided the team with managing scope, risk and impact analysis, and schedule management to capture the entire enterprise body of work. Numerous test cases were executed and troubleshooting conducted which eventually led to these solutions becoming the single source of truth for all projects (status reporting, resource and strategic alignment).
- As the Project Manager, assisted with the deployment of the Microsoft Outlook/Exchange Migration program considered the single most employee impactful technology upgrade for the company. Some of the key responsibilities included requirements gathering, vendor selection, contract negotiation, resource coordination and team development. Despite tight constraints, this program came in on time and was significantly under budget of half a million dollars.

Northrop Grumman IT, Raleigh, NC**2002 to 2007***Senior Technical Workflow Project Manager - Shared Services Imaging/Accounting Help Desk Center*

- As a Project Manager, led a series of meeting and requirement gathering sessions to coordinate the system E2E test of the Kahala Postal Refund Reconciliation initiative involving 6 countries in Asia Pacific. Using work flow and testing methodologies, assisted SMEs to modify the financial claims/refund system to support the service guarantee for Global Express Mail. To support increased sales volume, set up meetings with key stakeholders and senior management to discuss the acquisition of a new technology solution. Helped with the testing and creation of use cases that would enable this new solution record 100% of help desk agent and customer voice audio in real time.
- Led the requirements gathering, analysis, and system integration of an Imaging and Workflow system for the USPS which resulted in the automated processing of invoices. This application reduced an agent's call time by over 3 minutes while improving the efficiency of service provided to its customers. Facilitated training sessions in 3 Accounting Service Centers that resulted in a 30% decrease in call center volume and 40% increase in customer satisfaction.

Nortel Networks, Research Triangle Park, NC**1993 – 2001***Business Management Leader – Workforce Performance Integration*

Collaborated with stakeholders and business leaders by proactively developing and maintaining business continuity plans for the year Y2K. Helped lead the development and evolution of human resources self-service tools to facilitate the mobility of internal and external candidates that provided on-line hiring information and resulted in estimated \$2M savings per annum. Coached customers in the US, Asia and Mexico to use custom built software that resolved billing discrepancies while reducing costs, resulting in annual savings of over \$10M a year. Reduced customer complaints by 22% in a twelve month period by conducting more than 30 customer service training programs within the US and Asia Pacific regions.

EDUCATION**PgMP – Program Management Professional**, Project Management Institute – June 2016**PMI-ACP – Agile Certification**, Project Management Institute – June 2015**PMP – Project Management Professional**, Project Management Institute – December 2004**MBA – Master of Business Management**, North Carolina State University, Raleigh, NC – May 1998**MS – Computer Science and Applications**, University of Poona, India**PROFESSIONAL AWARDS and CONTRIBUTIONS**

- **Represented Fujitsu N.A. at the 2012 ProMAC conference for the Society of Program Management Japan**
- **BCBSNC President's (CEO) Award 2011 – highest award at BCBSNC with a \$25K cash prize**
- **BCBSNC Award 2010 – Excellence in deploying the Outlook Project with a \$5K cash prize**
- BCBSNC Blue Star Awards 2008, 2009 – Awards from 3 different organizations in a span of 15 months
- North Carolina Project Management Institute 2011/2010 - Award for outstanding volunteer service and leadership
- Northrop Grumman Timely Award Plan 2005 – significant and extraordinary accomplishments

VOLUNTEER CONTRIBUTIONS

- Organized set up of the State of North Carolina Department of Instruction's 2012 pilot course in Project Management
- Introduced Project Management to various colleges in the State of North Carolina as part of the NCPMI Board of Directors 2012 Strategic Outreach initiative
- Successfully directed NCPMI's award winning 2011 and 2012 Annual Event recognized globally as the most outstanding PMI event hosted outside the bounds of PMI's jurisdiction
- Served as the President of NCPMI in 2011, the 13th largest PMI chapter in the world
- Worked with the State of North Carolina, Department of Instruction to introduce Project Management to middle and high school students