

Teddy Shah, MS, MBA, CPHIMS, PMP, Six Sigma

Managing Director – Healthcare Services Sales, US

Summary

20+ years of experience in the healthcare having worked for a multi-facility health system, healthcare vendor and served several healthcare organizations as a consultant with firms like E&Y, IBM Global Services and Dell. Impeccable track record in running new business sales, strategy, integrated delivery and operations giving me a 360 degree perspective across the healthcare continuum.

Skills & Expertise

Change Management

Cross-functional Team Leadership

Strategy

Leadership

Strategic Planning

Project Portfolio Management

Healthcare Information Technology

Program Management

CRM

EHR

Business Development

EMR

Business Transformation

Process Improvement

Enterprise Software

Governance

Start-ups

PMP

Healthcare Consulting

Management

SaaS

Team Management

Healthcare

Business Intelligence

Health Information Exchange

Hospitals

Business Process Improvement

Vendor Management

Organizational Effectiveness

Contract Negotiation

Software Implementation

Epic Systems

Professional Services
Growth Strategies
Supply Chain Management
Six Sigma
Performance Management
Team Building
Cultural Transformation
Organizational Development
Decision Support
McKesson
Talent Management
Business Analysis
Operations
Accountable Care
Facilitations
Mentoring
Management Consulting
Team Leadership

Experience

National Managing Director – Healthcare Solution Sales at Dell

September 2013 - Present (2 years 4 months)

Accountable for sales in the Healthcare Provider (West & Central US) across Applications, Business Process Outsourcing, Consulting, Infrastructure & Support.

Global Epic Leader, Healthcare at Dell Consulting Services

July 2011 - August 2013 (2 years 2 months)

- Develop three (3) year business strategy for the Epic practice with an emphasis on the enterprise delivery and accountability for \$25M in P&L. Responsibilities included business development, account management and growing a high performance delivery team.

Director, Customer Success & Special Operations at McKesson Provider Technologies

June 2006 - July 2011 (5 years 2 months)

- Manage a team of program executives in the West region responsible for the development of IT strategy and delivery of program activities for enterprise wide solutions with accountability to demonstrate attainment of Meaningful Use.
- Highest rated in customer satisfaction surveys 3 years in a row.

Independent Management Consultant at Emerging Technology Solutions

February 2001 - May 2006 (5 years 4 months)

Served a multitude of clients ranging from Hoag Memorial Hospital to Toshiba America Information System with their strategic and operational IT needs

Principal - Global B2B eMarketplace Solutions at IBM Global Services

January 2000 - January 2001 (1 year 1 month)

- Led development of Global B2B public and private e-Marketplace offering with a cross-functional multidisciplinary group. Tasks included strategy development, routes-to-market, positioning white paper and marketing campaign.

Manager - Business Systems & Solutions at Ernst & Young

January 1996 - January 2000 (4 years 1 month)

- Led the Finance System Redesign of Service & Technology (FIRST) for Cedars Sinai Hospital. • Co-led the business case development of System-wide Process Improvement Program (SPIP) at Catholic Healthcare West. • Practice development for a new Product Lifecycle Management (PLM) group in alliance with i2 technologies

Sr. Management Systems Engineer at Christiana Care Health System

1994 - 1996 (2 years)

- Implemented and maintained the monthly Productivity Management Information System (PROMIS) using Sunhealth (now PREMIER), which provided benchmarking against operating statistics. • Conceptualized, developed and implemented a Resource Scheduling System (RSS) for ancillary departments.

Industrial Engineering Supervisor - Strategic Systems at UPS

December 1991 - January 1994 (2 years 2 months)

- Supply Chain Planning and Execution using a Computer Assisted Controlled Dispatch (CACD). • Rolled-out the first wireless based package tracking system using the Delivery Information Acquisition Device (DIAD-I).

Education

University of Missouri-Columbia

Master of Business Administration (M.B.A.), Finance, 1988 - 1991

University of Missouri-Columbia

Master's degree, Industrial Engineering, 1988 - 1991

Motilal Nehru National Institute Of Technology

Bachelor's degree, Mechanical Engineering, 1984 - 1988

Methodist High School

Methodist High School

Methodist High School

Certifications

CPHIMS

Healthcare Information and Management Systems Society License 2532 July 2012 to July 2015

PMP

Project Management Institute License 52681 July 2002 to July 2015

Six Sigma Green Belt

Institute of Industrial Engineers June 2003

Honors and Awards

Sangit Prabhakar (Tabla)

February 1982

Distinguished Achievement Award

McKesson Provider Technologies

June 2009

Outstanding Customer Satisfaction

2011 and 2012

Honors and Awards

Who's Who - Rising Young Americans, 1993

Languages

English

(Native or bilingual proficiency)

Hindi

(Full professional proficiency)

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Managing Director – Healthcare Services Sales, US



13 people have recommended Teddy

"Teddy is an extremely qualified manager. I had the pleasure of reporting to Teddy as both my HR manager and my account manager for nearly two years. He provided me guidance and tools to assist me during difficult challenges. He also played an excellent mentoring role and helped me grow into a successful analyst as well as prepared me to move to the next steps in my career. I highly recommend Teddy; he has the ability to make it appear seamless."

— **Adriene B.**, reported to Teddy at Dell Consulting Services

"I had the pleasure of working for Teddy for the last couple of years. He is an extremely capable manager who always makes time to take care of his people. He has a drive for excellence and a broad depth of knowledge in program management which translates to maintaining good client relationships and running multiple successful projects. I appreciated him as my organizational leader and highly recommend him."

— **Charlene K.**, reported to Teddy at Dell Consulting Services

"Teddy is a very capable manager who performed extremely well in his leadership role at Dell. While working for me, he managed multiple client relationships simultaneously and achieved excellent results with each client. Teddy worked within an environment with a great deal of uncertainty and lack of definition and proved himself to be 100% reliable in getting the job done. In his client management capacity, he dealt with many very difficult issues that reached the C-suite and handled each effectively. He escalated problems to me appropriately and always had a plan for resolving the situation when he escalated to me. Not only is he capable, but he is great to work with. He maintains a highly professional, yet friendly, approach to all he does. I strongly recommend Teddy Shah. Kevin Smith"

— **Kevin S.**, managed Teddy at Dell Consulting Services

"Teddy is a highly skilled and results oriented professional. Teddy's knowledge of the healthcare industry and program management skills gives Teddy the ability to lead customers to success. Customers trust and respect Teddy. I would highly recommend Teddy to any organization."

— **Lisa C.**, worked with Teddy at McKesson Provider Technologies

"Teddy is highly skilled in program management ,strategic planning and has exceptional customer facing skills. He is a thought leader with the ability to assess a customer's needs holistically and develop a plan to ensure success. He was my "go to " person to manage our most challenging accounts. I highly recommend Teddy as an organizational leader and wish him well on his new endeavors."

— **Diane R.**, managed Teddy at McKesson Provider Technologies

"Teddy is the epitome of excellence. His knowledge base, management skills, presentation skills and over all integrity are hard to match. He is an absolute joy to work with and an asset to any team. I highly recommend Teddy."

— **Rosemary F.**, was Teddy's client

"I have had the pleasure of working with Teddy for the last couple of years. He is a thoughtful, practical, and results driven leader who you can trust to get the job done, and done right."

— **Mark P.**, worked with Teddy at McKesson Provider Technologies

"It was a pleasure to have Teddy as part of the team. Teddy was instrumental in many, many of our successes here at Eisenhower Medical Center. He has the capacity to remain calm, sincere, trustworthy and honest while interacting with various Executive personalities. He is truly a professional business partner who you would want on your team."

— **David P.**, was Teddy's client

"Teddy Shah is a very intelligent, hard-working individual who has been very successful working with clients. He is able to balance both company and client interests, develop strong client executive relationships and effectively manage activities going on within multiple projects at his client. Teddy is very good at contingency planning and identifying potential risks with his clients so problems can be avoided and projects stay on schedule. He constantly tries to improve and is truly interested in feedback from others. His clients, coworkers and I have enjoyed working with Teddy and I would give him a very positive recommendation."

— **Gordon S.**, managed Teddy indirectly at McKesson Provider Technologies

"Teddy impressed me with his ability to traverse both the strategic and tactical components of IT project management and clinical transformation (multiple projects/programs simultaneously). In addition to being able to distinguish the forest from trees, Teddy demonstrates exceptional communication skills and the proclivity to wear multiple hats effectively. He's a quick study with a natural ability to absorb information and act decisively. Teddy delivers outcomes."

— **Julie (.**, worked with Teddy at McKesson Provider Technologies

"After many years in healthcare, and with his background as a Healthcare Management Consultant, Teddy has a solid understanding of the healthcare industry, and of the Information Technology sector in particular. He brings a great combination of skills that make him effective and successful. Teddy differentiates himself in his ability to be proactive and identify risks early. He has excellent leadership and strategy skills - quick at understanding needs, organizing actions, and mobilizing resources. Teddy builds strong executive relationships based on trust, and is very comfortable with offering recommendations and guiding executives to best solutions. Teddy manages his teams with openness and attention to solid communication. Some of his other noteworthy traits are: - high level of energy, commitment and professionalism. - effective bridging of operations and information technology, with dedication to IT adoption. - incredibly organized; keeps everything in check. - honesty and communication; puts the truth on the table, offers options and resolves situations. - recognized for his relentless efforts. I have so enjoyed having Teddy not only as a team member, but also as a colleague. I implicitly trust him to build trust-based relationships with his customers, get things done, and tell me the truth. Teddy is a very strong performer, with an incredible ability to deliver."

— **Patrick B.**, managed Teddy at McKesson Provider Technologies

"Teddy Shah and I worked together several years ago supporting startup, Automation One, and I was so impressed with Teddy's talents that I have kept in touch with him ever since. Mr. Shah blends a strong technology experience background, good business sense and analytical talents, and excellent people skills in a warm and pleasant personality that is very effective in a wide variety of business settings. I recommend him with confidence."

— **Bob Bennett**, worked directly with Teddy at Emerging Technology Solutions

"Teddy Shah originally started working for me when I hired him at Ernst & Young's Healthcare Consulting practice. Later when I started my own consulting business, I brought in Teddy to work with me on specific projects (he was also independent at that time). In all cases Teddy did exceptional work. At one client he built a project portfolio management tool using Excel which exceeded the client's delivery expectations of our project and became their primary portfolio tool replacing a commercially available product they had used for several years. In this project, Teddy not only developed this tool, but also provided significant insight and issue mitigation strategies that were practical and successful. In this particular project and all previous work I had with him, Teddy never lost sight of the overall picture of the project. He had and continues to have a strong grasp of the big picture. Teddy's work from my experience has always been of the highest caliber and I would not hesitate to use him again given the opportunity."

— **Steve Giles**, was Teddy's client

[Contact Teddy on LinkedIn](#)