








## Personal details

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-  USA Residency: Permanent

## Academics

### Computer Information Systems: Computer Programming Certificate 2025 - Present

[CT State Community College](#),  
Connecticut, USA

### Bachelor's Degree, Applied Physics, Electronics and Communication Engineering Jan 2006 - Dec 2009

[University of Dhaka](#), Bangladesh

### Higher Secondary School Certificate (HSC), Science Jan 2004 - Dec 2005

[Bir Shreshtha Noor Mohammad Rifles  
Public School and College](#), Dhaka,  
Bangladesh

### Secondary School Certificate (SSC) , Science Jan 1995 - Dec 2003

[West Dhanmondi Yousuf High  
School](#), Dhaka, Bangladesh

## About Me

15+ years of experience spearheading digital transformation within the I/DD, Aging, and Behavioral Health sectors. Expert in navigating the intersection of state policy and technical execution, having led 5+ end-to-end Revenue Cycle Management (RCM) implementations and facilitating secure PII/PHI exchange through 35+ critical system integrations. Proven track record in legacy system retirement, MMIS fiscal governance, and HIPAA-compliant data architecture. Adept at bridging the gap between US state agencies and cross-functional engineering teams to ensure 100% business continuity and government regulatory compliance.

## Professional Summary

- Proven ownership of complex SaaS implementations, multi-stakeholder and time sensitive enterprise deployments from kickoff through production launch.
- Excellent leadership, communication, and interpersonal skills, with the ability to build and maintain effective relationships with stakeholders with executive-level visibility and business impact.
- Proven track record of leading end-to-end client implementations & ability to manage cross-functional technical teams to align on key milestones while maintaining quality and customer satisfaction.
- Deep understanding of US State Government project dynamics and PHI regulatory/ HIPAA compliant environments within healthcare to consistently deliver high-impact solutions.
- Contributed to the significant portfolio growth in parallel with organizational capacity expansion and sustained revenue by consistently delivering complex state government projects on schedule and within compliance across multiple jurisdictions.
- Experienced at a B2B SaaS company in health tech, digital health/ EHR, or healthcare operations of enterprise-level projects in a complex organizational environment, with an excellent track record of successful technical project delivery.
- Proven expert in architecting and deploying high-impact interfaces, leveraging SFTP/ API-driven solutions to ensure secure and seamless interoperability across ecosystems streamline PII and PHI.
- Expert in navigating complex MMIS/MCO requirements, X12 EDI exchanges (270/271, 837/835) and in designing Payer-Provider integration frameworks that encompass a full lifecycle of person-centered healthcare data (plans, authorizations, and claims).
- Expert in managing comprehensive Case Management and Electronic Visit Verification (EVV) systems with a proven track record of facilitating seamless business transitions from state legacy environments to new platforms through expert data migration strategies and the rigorous, secure handling of critical health data.
- Expert with operational excellence initiatives by introducing and improving internal processes.

- I consent to my personal data being processed for this recruitment process.

## Skills

Product Ownership  
Product Development  
Project Leadership  
Stakeholder Communication  
Customer Communication  
Technical Leadership  
Cross-functional Team Leadership  
SDLC Management  
Healthcare IT  
Enterprise SaaS  
People Management  
Regulatory Compliance  
Legacy System Conversion  
Interoperability & System Integration  
Revenue Cycle Management (RCM)  
Data Analysis | Governance  
Business Analysis | Strategic Planning  
Business Process Improvement  
Large Scale Change Management  
Java | Python | Visual Basic  
SQL | Excel | Power BI | Tableau  
Agile & Waterfall Methodologies

## Languages

English ●●●●●  
Bengali ●●●●●  
Hindi ●●●●●  
Urdu ●●●●●

## Employments

**Deputy Director, Government Projects & QA** Feb 2021 - Present  
Therap Services LLC., Connecticut, USA

1. Provide Executive Oversight for Enterprise B2B SaaS Initiatives, managing a high-scale portfolio of EHR and healthcare operations projects across multiple US state jurisdictions.
2. Serve as a Strategic Liaison between Internal Leadership and US State Government Stakeholders, navigating complex regulatory environments and PHI requirements to ensure 100% project alignment with state mandates.
3. Drive Portfolio Growth and Revenue Sustainability by leading time-sensitive, multi-stakeholder deployments from initial kickoff through successful production launch.
4. Orchestrate Cross-Functional Technical Teams to align on key project milestones, fostering a culture of operational excellence where quality and customer satisfaction drive every implementation.
5. Architect High-Impact Interoperability Strategies, utilizing API-driven and SFTP-based integrations to bridge the gap between modern SaaS platforms and fragmented state legacy environments.
6. Direct the Full Lifecycle of Fiscal and Clinical Data Exchanges, overseeing complex MMIS/MCO requirements and X12 EDI transactions (270/271, 837/835) to facilitate seamless payer-provider integration.
7. Lead Mission-Critical Data Migrations and Transitions for Case Management and Electronic Visit Verification (EVV) systems, ensuring business continuity and data integrity during large-scale legacy system retirements.

**Senior Software Engineering Manager, QA** Oct 2019 - Feb 2021  
Therap (BD) Ltd., Dhaka, Bangladesh

1. Led a Cross-Functional QA Engineering Department, governing system design, database architecture, and final release approvals to ensure 100% compliance with federal and state regulatory standards.
2. Managed High-Level Stakeholder Relations through on-site consultations and national conference participation, translating complex legislative and waiver requirements into actionable technical specifications.
3. Governed Operational Compliance & Reporting, prioritizing ad-hoc audit and licensing reports to ensure state agency adherence to rigorous federal oversight and audit benchmarks.
4. Directed the End-to-End Project Lifecycle for a diverse portfolio of mature state government contracts, serving as the primary strategic liaison between executive leadership and state agency stakeholders (NE DDD, AR DDS, SD LTSS).
5. Orchestrated the South Dakota LTSS Budgeting & Billing Integration, a mission-critical initiative that unified independent modules into a closed-loop system for the electronic tracking of Medicaid and state-funded expenditures.
6. Spearheaded Complex Legacy Data Migrations and phased product rollouts, including the design of pre-authorization modules that mitigated fiscal risk during the decommissioning of legacy state systems.

**Senior Software Engineer, QA** Oct 2016 - Sep 2019  
Therap (BD) Ltd., Dhaka, Bangladesh

1. Led Strategic Human Capital & Operational Management, managing the full talent lifecycle, including the hiring and performance evaluation of engineers - and driving departmental excellence through rigorous quality and architectural standards.
2. Directed a Cross-Functional State QA Department, overseeing the complete engineering lifecycle from database architecture and system design to final high-level release approvals and system alert investigations.
3. Governed the Full SDLC for Enterprise State Projects, serving as a strategic bridge between executive leadership and state agencies (NE DDD, AR DDS)

# References

## **Sazzad Rafique**

Chief Information Officer, Therap Services LLC.

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## **Justin Brockie**

Chief Operating Officer, Therap Services LLC.

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## **John Quesenberry**

Director, Information Management Unit, Department of Behavioral Health and Developmental Disabilities (DBHDD) of Georgia

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## **Kiran Tatavarthi**

IT Product Manager, Department of Human Services (DHS) of Nevada

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## **David N. Comm**

Chief Budget Officer, Department of Disability and Aging (DDA) of Tennessee

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## **Denise Redfearn**

Chief Information Officer, RHA Health Services

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to translate complex legislative requirements into high-fidelity technical specifications.

4. Orchestrated the Nebraska Individual Budgeting & Billing Integration, a high-impact, two-phased initiative that successfully synchronized legacy state systems with modern Medicaid fund-tracking modules for end-to-end fiscal oversight.
5. Engineered Complex Interoperability Solutions, including bidirectional NFOCUS interfaces and HL7-compliant Pharmacy integrations, ensuring seamless data consistency across disparate modules while maintaining 100% PHI security.

## **Software Engineer, Testing**

**Nov 2013 - Sep 2016**

Therap (BD) Ltd., Dhaka, Bangladesh

1. Served as the Primary Technical Liaison between executive leadership, state implementation teams, and engineering units, translating high-level government requirements into sophisticated technical specifications for mission-critical health and financial tracking systems.
2. Orchestrated the Full SDLC for Flagship State Initiatives, including the multi-phased Case Management System and bidirectional NFOCUS interfaces for the State of Nebraska, ensuring seamless interoperability between SaaS solutions and legacy state infrastructure.
3. Governed Enterprise QA and Data Integrity Standards, leading cross-functional teams through intricate system designs, database architectures, and rigorous regression planning to maintain 100% compliance with PHI and HIE standards.
4. Directed On-Site Strategic Requirement Gathering at national conferences and state agencies performing feasibility analyses and technical consultations to align multi-year project roadmaps with evolving state-level fiscal and clinical policies.
5. Functioned as a Domain Authority and Project Lead, managing system-wide alert monitoring, mentoring internal technical teams, and resolving complex architectural roadblocks to ensure the successful deployment of state-wide healthcare infrastructure.

## **Associate Software Engineer, Testing**

**Nov 2012 - Oct 2013**

Therap (BD) Ltd., Dhaka, Bangladesh

1. Led the End-to-End QA Delivery for High-Stakes Health and Fiscal Projects, serving as a Subject Matter Expert (SME) for mission-critical initiatives, including the Nebraska individual budgeting and legacy system migration.
2. Orchestrated Cross-Functional Technical Workflows, acting as a primary liaison between executive leadership, engineering teams, and state stakeholders to define technical requirements and negotiate project priorities.
3. Optimized the Enterprise Testing Lifecycle, institutionalizing advanced Jira workflows and overseeing the development of automated script libraries to ensure rigorous regression testing and system stability.
4. Institutionalized Organizational Knowledge Repositories, spearheading the creation of internal domain documentation, and conducting cross-team training to accelerate the onboarding and mentorship of new QA engineers.

## **Junior Software Test Engineer**

**Nov 2011 - Oct 2012**

Therap (BD) Ltd., Dhaka, Bangladesh

1. Executed End-to-End System Validation across UI, server, and database layers, ensuring enterprise-grade standards for system reliability, cross-browser compatibility, and high-load performance.
2. Governed the Full Defect Life Cycle via Jira, performing deep-dive debugging and rigorous impact analyses to safeguard core system functionality during rapid development cycles.
3. Specialized in Complex Database Migration Verification, architecting validation protocols to ensure data parity and integrity during high-stakes legacy system transitions.