**CHARLES L. GILL, MBA**

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**SENIOR INFORMATION TECHNOLOGY LEADER**

A tactical military Veteran and strategic healthcare IT leader with 20+ years’ experience, possessing a proven track record of success in developing and delivering IT and Business solutions that optimize and enhance organizational operations. Able to adapt to all emergent situations, collaborate with other teams and direct resources where required to meet corporate goals. A resilient change agent that uses calculated perspectives to lead large complex projects, improve efficiencies through people, process and technology that will increase ROI and improve end to end integration models within a budget. I am seeking a Senior Leadership Role with a company that values Integrity, diversity, relationship management and thought leadership that could potentially transform an organization.

**Highlights and Accomplishments**

* Built an onshore and offshore claims adjudication regression QA strategy with a 3.3 mil budget that significantly reduce IT administrative testing cost approximately 240%
* Designed a claims analytics scenario strategy to close the gap between production and test coverage from 32% to 82% improving quality for claims payments and reporting for 16 mil members
* Manufactured 3 test environments for 16 application systems saving $1.8 million in construction cost that improved end to end claims testing quality and position the testing team to support an Agile approach
* Implemented a QA strategy that reduced resources by 50%, increase testing coverage by 440%, reduce execution time by 233%, a cost avoidance to approx. 5.8M claims with a potential billed amount of 2.9B in 2015
* Received an employee engagement score of 100%, 29% higher than AON Best Employer Norm by developing a mission and vision statements, SMART Goals and hiring the right people with the right skill sets
* Selected by the State of Illinois to led first 52 soldiers from Illinois Army National Guard to the war on IRAQ

**Education**

* Keller Graduate School of Management, Master of Business Administration Degree, Chicago Illinois
* Keller Graduate School of Management, Graduate Certificate in Health Services Management
* DeVry University, BS Computer Information Systems, Chicago, Illinois
* AHIP MMD Fellowship Program (2012), Recipient of Perkins Leadership Award, John Hopkins University
* Certificate in Army’s Advanced Non-Commission Officer Course
* Certificate in Army’s Basic Non-Commission Officer Course
* Certificate in Army’s Primary Development leadership Course
* Certified Military Instructor

**WORK EXPERIENCE**

**HEALTH CARE SERVICE CORP. (HCSC)**, Chicago, Illinois 1989 - Retired 12/2016  
BLUE CROSS & BLUE SHIELD OF IL, TX, NM, OK, MT

$32 Billion Healthcare Insurance Company

**Sr. Manager, Quality Assurance - Claims Adjudication**

Strategic Claims Leader - Functional & Regression Testing 2014 – 12/2016

Successfully assembled the first offshore claims adjudication testing team (58 staff and consultants) to delivered a testing strategy which comprised of data analytics, data management and automation that supported agile and waterfall IT delivery methods. Later transitioned the offshore testing strategy from one vendor to another.

* Implemented 3 new testing environments saving 1.8M to support the regression end to end testing strategy for claim adjudication across all Lines of Business (LOB) ie. Local, FEP, Labor, ITS Home/Host, Retail, Government etc.
* Improved the regression claims testing coverage gap from 28% to 80% by LOB using a newly defined claim scenario profile that consists of 7 dimensions and 35 attributes for staff across 4 states
* Increased the regression test bed with the use of electronic claims by 100+%, while reducing resources by 50% for all LOBs, with a savings of $3 mil in people cost and 5.8M claims with a potential billed amt of 2.9B in defect findings
* Built an automation solution with 7X the claims coverage and processed 70% Faster that yield a savings of 9.6M

**ITG Manager, Enterprise Quality Governance**

SDM/SDLC Governance Leader (waterfall, agile and/or hybrid) 2010 – 2014

Work to safeguard IT systems by governing end to end project delivery (Waterfall or Agile) using the CoBit framework to adhere to auditing control points that supports NAIC/MAR rules; Direct and mentor a team of quality consultants in Texas and Illinois evaluating business and IT solutions, streamlining processes, and facilitating relationship building throughout each project portfolio.

* Enhanced the SDM project adherence metric form 32% to 79% that requires projects to be approved 5 business days prior to production implementation and avoid executive escalations
* Executed transformational leadership, enhancing performance and streamlining operations for a team of 19, reducing redundant operations to achieve 14 member team with a 30% increase in productivity
* Resolved 85% of the portfolio customer pain points by developing a client satisfaction survey, executing quarterly “lunch & learn” training sessions, develop documentation and training material to support waterfall & agile methodology, on-line training courses and align human capital resources to meet portfolio needs
* Participated on the Agile Steering Committee and managed the development of 2 pilot agile teams in a waterfall environment.
* Increased the employee engagement score by 60% in 2 years

**ITG Manager - Problem Management**

Leader Root Cause Analysis & Special Projects 2008 - 2010

Coordinated and facilitated meetings with IT and business customers for IT High Priority Incidents (HPI) greater > mil. Expedited meetings with architecture, infrastructure, application and/or business teams to identify root cause problems with people, process and/or technology and provide solutions to reduce the impact on the organization’s operations

* Defined, performed, and conducted group discussions, leading a small team of 8 to Debrief 181 HPI in 10 months; completed root cause analysis on major issues within production environments
* Led the successful delivery of $700k IT MQ Infrastructure project by coordinating meetings and leading teams to create redundancy for MQ services on the mainframe system that produced more than 5 million MQ messages
* Led the business case development and implementation of the infrastructure Single Point of Failure (SPOF) to obtain a budget of $1.7 mil and successfully delivered 72 of 73 identified critical projects

**U.S. ARMY NATIONAL GUARD** 1984 to 2004

633rd Personnel Detachment Sergeant (SFC), Crestwood Illinois 2000 - 2004

Transformational Leader / Change Agent

Successfully turned around multiple struggling Artillery & Personnel Units (70-120 people) and created high performing teams through leading by example, creating SMART goals, documenting clear expectation for leadership and administering awards or disciplinary actions

* Selected by the State of Illinois to lead the first Army National Guard Unit to support Operation IRAQI Freedom
* Served on active duty as the principle Non-Commission Officer (NCO) to lead a 52 soldier unit to support ***Operation IRAQI Freedom in Kuwait & Iraq for 8 months*** providing armed guard escorts for mail delivery trucks, personal support, tracked injured soldiers and performed leadership training classes to NCOs for various units during war time
* Led 30 – 60 personnel to conduct battery/platoon reconnaissance of selected area for emplacement of 4 – 6 howitzer gun sections, provide area defense, conduct equipment maintenance, ensure safety procedures were followed, accountability for ammunitions supply and supervised fire for directional support
* Served as a certified NCO Trainer, mentored and coached soldiers of all ages and ethnic groups

## **Additional Relevant Experience**

Merger Integration Leader

* Designed, developed and managed a 30+ person team for successful implementation and support the Texas, Ok and NM merger with the Illinois plan, shared accums process with 3 Pharmacy Benefit Managers (PBM), and new product initiative for Consumer Driven/Directed Health Plans (CDHP)
* Successfully managed and led a team support redesign the Blue Cross Explanation of Benefits (EOB) and HCSC communication letters for IL, TX, and NM: projected cost savings $653K per year
* Lead a large team that successfully implemented the merger of financial and claims adjudication systems between BCBSIL, BCBSTX and BCBSNM
* Designed and streamlined a 3 day labor intensive manual Customer Service Rep. (CSR) claims pend process that increased turnaround time by 24 hours, reduced clerical activities, paper, and re-distribution of FTEs in 10+ Full Service Units (FSU) offices generating an estimated saving of 7mil in cost saving
* Supported IT Financial, Marketing, Actuarial, Hospital Contracts, Reporting and Communication Systems

**Professional and Community**

* Selected as one of the Chicago Defender's “Men of Excellence,” Class of 2016
* Technical Leaders Association (TLA), Member
* MADYF, Executive Board Member
* Army Veterans of Foreign Wars, Life Member
* AHIP MMDP Alumni
* Black Data Processing Association (BDPA)
* Mentor and coach for Teens for a Newer Tomorrow
* Mentor Y.M.E.N. (Young Men Enlighten Now), Apostolic Faith Church
* Youth Motivational Career Speaker for the Chicago Public Schools
* American Management Association (AMA) 2015,Executive Leadership Training Course