RIZWAN KHAN

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LEADERSHIP IN DELIVERING BUISNESS VALUE THROUGH TECHNOLOGY

Passionate, creative and analytical technology thought leader with experience in establishing clear strategic vision for IT and executing on that vison to achieve organization's business objectives. Broad range of progressive experience in coaching and building high performing teams that collaborate and partner with leaders throughout the enterprise, making IT a true business enabler and facilitator. An effective communicator, complex business problem solver, skilled negotiator, and comfortable interacting with all levels of management including Board of Directors for building trust and alliances to drive major change initiatives.

EXPERTISE

Business value management (ROI)	IT strategy and road-mapping	Design-led thinking
Cross-organizational leadership	IT operating model for digital	Emerging technology adoption
Financial budgeting & forecasting	Enterprise architecture	Healthcare Informatics
Business architecture management	Agile methods & processes	People management & development

EXPERIENCE

RSNA, Oak Brook, IL   **2015 – 2019**
The Radiological Society of North America (RSNA) is a non-profit organization with over 54,000 members that sets quality, reporting and data standards for medical imaging, it provides high-quality educational resources for physicians; Fund research in Medical Imaging including Machine Learning; hosts the world's largest radiology conference; and publishes top peer-reviewed journals including Machine Learning.

CIO/ Head of Technology
Recruited to transform the technology division into one providing a competitive advantage. Reported directly to the CEO as part of the executive leadership team and worked directly with board of directors.

- Provided guidance and vision on the emerging technologies, digital trends and infrastructure advances that are most relevant to the organization's mission and strategy. Delivered a technology strategy and roadmap that offered growth and transformation for current and future business goals in four key areas including customer engagement, products transformation, employees' empowerment and operations optimization. Increased engagement from customers (young physicians) by 10%.
- Partnered with leaders in the organization to define and implement specific technology strategies to meet organization's strategic imperatives. Collaborated across the enterprise to define and develop an integrated and cost-effective technology portfolio and architecture that reduced overall cost by 20%.
- Created a culture of transparency, collaboration, accountability and commitment to excellence, including a "mission first" mentality across the IT team. Increased customer satisfaction by 95%.
- Built a knowledgeable, effective and trusted technology organization combining strong technical competency with effective consulting and customer service skills. Successfully recruited more than 20 new IT staff and kept the employee turnover by less than 5% through a plan that provided for succession and continuity in the most critical IT management positions.
- Established a vision for the integration of data analytics in support of the business and work with various stakeholders to make analytics capabilities and information widely available to support sound decision making across the enterprise. Implemented an organizational wide Data-Driven Decision-Making program. Improved the Organization's decision-making capability by 40%.
- Managed information technology and digital solutions vendors to assure timely delivery of services and solutions. Negotiated pricing with vendors through consolidated purchase reducing costs by 20%.
- Maintained oversight of all technology projects, ensuring that commitments are properly planned, staffed, monitored and reported. Introduced portfolio and project management processes and technologies that improved collaboration, communication, ownership, accountability and partnership between IT and business teams that reduced waste within processes by 40%.
- Defined and ensured ongoing achievement of service level commitments and KPIs for the delivery of technology services to the organization, including specific, transparent metrics.
- Lead effective management processes that effectively prioritize technology investments and portfolio management. Promoted and maintained governance processes that ensure integrity of assets and data (including security and access management), systems operation and availability including disaster recovery, business continuity plans and compliance with relevant laws and regulations relating to technology information and data. Implemented cloud strategy and reduced IT infrastructure operations cost by 30%.
- Managed technology operations to enable the organization to meet the information technology needs of the organization—including both employed, contract, temporary and external resources.
- Streamlined the software development life cycle process by introducing best practices for change control, data governance, lean development and deployment, automation, project intake and quality assurance processes. Improved applications quality and performance by 95%.

- Coordinated the annual $7-$8M capital budgeting process for the information technology portfolio across all departments; assist the organization in the appropriate assessment of the ongoing cost of information technology.
- Organized and advanced training and education plans for technology teams and end users (internal and network) to ensure optimized use of technology and standards.
- Introduced sourcing model for project delivery. Increased the number of IT projects 30% while reducing the development cost to 20%.
- Established a reputation as a thought leader among the healthcare leaders from medical institutions and c-suite executives from medical device firms around the globe on issues and challenges as it relates to data, complexity, security, standards, quality and polices in Healthcare Medical Imaging. Facilitated the discussions with the leaders to identify and define strategies on how to address the top priorities that will drive business value for all parties.
- Devised strategies for investment in different business initiative for RNSA including funding ($4M-$6M) for research projects, innovative tools development, proof of concepts, and standards for medical imaging.
- Enhanced 54k attendee user experience at the RNSA annual meeting by leveraging IoT, Cloud, mobile, and advance analytics tools for staff and attendees.

COGNIZANT TECHNOLOGY SOLUTIONS, Chicago, IL   **2012 – 2015**
A professional services companies, transforming clients' business, operating and technology models for the digital era.

Director, Enterprise Architecture/ IT Strategy
Led a team of on-shore & off-shore architects delivering architecture services using industry best practices – current state assessments, future state planning, reference architectures, business cases (ROI), and project portfolio development. Responsibility includes customer management, talent development, delivery excellence, and partner integration.

- Helped one of the largest retailer with an enterprise integration and service orientation strategy to support a shared services model across all LOB; facilitated reduction in technical debt and standardization of distributed technologies.
- Positioned a mobile retailer to save $1M in costs by developing a platform that integrated operations, business intelligence, customer servicing, and self-service training capabilities.
- Reduced project cycle time by 20%, accelerated innovation, eliminated siloed capabilities, and reduced technical debt by 10% by re-structured the IT operating model (plan & build) and EA processes to improve business engagement for a large apparel retailer.

AMAGINE INC, Chicago, IL   **2010 – 2012**
For-profit subsidiary (start-up) of American Medical Association. A cloud-based access solution for physician practices. Acquired by AT&T.

Principle Enterprise Architect/Strategist (CTO)
Responsible for leading the inception, design, and creation of a highly personalizeable cloud-based API-Centric healthcare technology platform for provider organizations (Clinics, Physician organizations, Hospitals, HIE (Health Information Exchanges)). 9K physician subscribed the service at the time of acquisition.
- Advised senior leadership team on achieving challenging business and organizational goals while leveraging value from the current and future investment in the technology while keeping the cost within budget.
- Accelerated new vendor integration at 30% lower cost and increased revenue via new services by launching new API based services with a focus on customer experience.
- Provided pragmatic technology roadmap to achieve business objectives by applying capabilities-based modeling for onboarding new partners to add value service offerings.
- Developed standards and procedure to support integration efforts and ensure all project designs are aligned with the control layer specifications through standards enforcement. Helped reduced the integration cost per vendor by 30%.
- Created an enterprise data model and optimized the information flows and processes. Identified common integration requirement patterns among vendor systems and provided a strategy for enabling reuse to save on-boarding time by 20-30%.

HALLMARK SERVICE CORPORATION (HSC), Chicago, IL   **2009 – 2010**
A subsidiary of Blue Cross Blue Shield of IL, HSC provided the IT backend systems for all healthcare underwriting line of business including Group & Individual Life, Annuities, health and Dental.

Enterprise Solutions Architect
Responsible for leading a team of architects to develop a strategy and roadmap and execute on the roadmap for IT capabilities modernization to support several core functions including underwriting, claims, billing and member administration.
- Assisted the executive team in setting the strategic vision of the core technology architecture. Develop a transition plan while finding opportunities for opex savings during carve-out.
- Reviewed and contributed to enterprise architectural designs and blueprints based on business priorities and maximum return on investment.
- Lead the efforts for standardizing technologies and adopting architecture development processes and methodologies. Improved project selection process, enterprise data quality, new services development by defining architecture capabilities that included data strategy, application integration, services architecture. Drove the future state for modernized API based applications for supporting current and future business opportunities.

SUN MICROSYSTEMS, Palo Alto, CA **2007 – 2009**
Enterprise software company now owned by Oracle.
Enterprise Architect, Enterprise Architecture
Led engagements for Sun Microsystems's customers for enabling business-led IT transformation and enablement of solutions leveraging emerging technologies. Scope included assessments, business justifications, future-state architecture models, transformation plans, and engagement during execution of solutions.

- Led the efforts for a media content provider to develop a roadmap for an agile based enterprise architecture to connect heterogenous IT systems by leveraging Sun Microsystems' SOA stack. The final enterprise blueprint helped the organization reduced technology stack and processes waste by 20%.

- Provided assessment, strategy and roadmap for merging of IT processes and technology from two of the largest oil and gas parts supplier after a successful merger. The final roadmap included recommendations for IT systems and processes integration while reducing redundancy and cost by 30%.

- Led the transformation strategy of siloed services into integrated services offered by one of the large cable provider to enhance current services and setup the platform for future connected services for better user experience. Provided assessment and recommendations for the effort using Sun's technologies focusing on advanced service-oriented principles, patterns, and practices.

Earlier roles in building contemporary architectures and software engineering **1995 – 2007**

Accenture   Sr. Architect and lead for unemployment insurance platform for state government
Starwood Hotels   Sr. Architect for modernization of the Starwood loyalty technology platform
Autodesk   Architect/Lead for technology platform to support the eco-system for Autodesk software products
Ford Motor   Software Engineer for data collection and analytics platform for the crash testing facility
Sterling Commerce   Software Engineer for B2B ecommerce platform for Electronic Data Interchange

TECHNOLOGIES

Performance application architectures	Microservices and containerization	SOA and API design
BMP & Automation technologies	Hybrid cloud architectures	Event-oriented architectures
Agile CI/CD technologies	Information security architectures	Big Data analytics technologies

EDUCATION

Executive Scholar Certificate, Organizational Leadership and Management, Northwestern University, Evanston, IL
MBA, University of Phoenix, San Francisco, CA
BS, **Computer Science and Engineering,** Franklin University, Columbus, OH
Certifications: TOGAF, ITIL, SAFe (in-progress), Prosci (In-progress)