Juzer Doriwala

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Summary

Master of Science - Arizona State University, Tempe, AZ
Bachelor of Engineering - University of Bombay, India

Over 15 years of solid information technology hands on experience with focus on Management, IT Cost reduction, Infrastructure Consolidation, Web Technologies, Client/Server solutions and managing Business Process Outsourcing (BPO).

Full competence in the use of .NET Framework, ASP.Net, ASP, VBScript, JavaScript, CSS, HTML, IIS, Visual Studio, Visual Interdev, VB.NET, Visual Basic, SQL, Oracle PL/SQL, MS T-SQL. Active Directory Scripting. Highly proficient in Designing & Deploying Microsoft OS, Active Directory, Group Policies, WSUS, DFS, Virtualization, ISA Server, Exchange 2000, IIS, LAN/WAN, Frame Relay, Firewalls etc.

Strong team player involved in all phases of software and system development life cycle while implementing business solutions. Excellent communicator with the ability to work with management and users at all levels.

Companies I have worked for or consulted includes Amedisys Inc, BP-Amoco, SAIC, Pfizer, Pharmacia, Dyna Care Home Health, Christian Science Monitor etc. within the Home Health Care, Pharmacy, Oil and Gas industries

Leadership & Management

- Align IT with Business Goals
- Visionary & Strategic Planning
- Enhance and Improve Process
- Decision Making
- Project Management
- Problem Solving

Technical Summary

- Web Programming: ASP.Net, Ajax, ASP, VBScript, JavaScript, CSS, HTML, DHTML, XML
- Developmental Tools: Visual Studio.NET (2003/2005), MS Visual Studio 6.0 with Interdev, Visual Source Safe, ASP Mail, ERWin, TOAD, Infragistics Win Forms and ASP.Net controls
- Languages: VB.NET, VB 6.0, SQL, Paradox PAL, PL/SQL, T-SQL, FORTRAN, C, Java, WSH
- Databases: Oracle 7x/8x/9i, MS SQL 7.0/2000, SQL Express, Access-95/97/2K/2003, Paradox
- Data Access: ADO.NET, ADO, OLE-DB, ODBC, RDO, DAO
- Report Writers: Crystal Report 8/8.5/10, Oracle Discoverer, Paradox Report Writer.
- Operating Systems: Vista, WinXP, Win2K, Win NT, Win9X, Win3X, DOS, UNIX
- Networks: Win 2003, Win2K, WinNT, Terminal Server, Citrix Metaframe, ISA Server, Script Logic / Desktop Authority, Exchange 5.5/2K, Active Directory
- Health Care: 3M/Datacron, CPR+, IV-Ease, Dynabase, Custom Intranet Applications

Professional Experience
Independent Consultant
Amedisys, Inc.

- Designed and improve Accounts Payables, HR Process for implementing corporate wide paperless initiative, utilizing Microsoft SharePoint and Knowledge Lake Software
- Designed process to automate various tasks using VB and ADSI scripts.
- Work with leadership team to strategize and reduce overhead by improving departmental processes

Angles At Home Health Care / Intermed Oncology Associates, Inc.

- Designed active directory schema for multiple sites using Windows Server 2003 R2
- Implemented scanning and searching solution to reduce filing and automated task to patch and maintain systems.
- Work with client to analyze LIS and EMR systems

Dyna Care Home Health, Inc. (7/2004 – 5/2007)

- Manage IT Dept, Staff, Day-to-Day operations, Data Center and all IT Infrastructure including Phone Systems, Copiers, Scanners and Faxes for 12+ locations located in IL, MI, IN, TX, AZ and CA.
- Member of Core Management Team. Set Corporate wide yearly strategic and IT goals.
- Extensive business knowledge in the Home Health Care industry including PPS, Oasis Data Set
- Extensive working knowledge of 3M-HCMS Home Health Software and in-depth understanding of HCMS system data structure, stored procedures and business processes.

- Manage Business Process Outsourcing (BPO), change and improve work flow and write detail process documents so that business processes like Visit Logging, Faxing / Tracking MD Orders can be outsourced.
- Implemented Change Management Process (CMP) for all Production Systems
- Implement Common Working Environment (COE) and standardize IT Infrastructure to centrally manage, simplify usage, reduce Help Desk tickets and improve troubleshooting by using Script Logic, Desktop Authority
- Design, Develop and Implemented several Custom Web Portal Solutions to improve Work-Flow and reduce cost using ASP, Ajax, CSS, ASP.Net, PL/SQL and T-SQL Procedures.
  - **Patient Referral Portal**: Real time tracking of patient referrals for approved, cancelled and pending patients so that the Intake department and all the Nursing supervisors and Patient Care Coordinator have the same global view of the referral status. Once the referral was approved the branch office could download all required paperwork associated with the referral like Insurance verification, authorizations etc.
  - **Visit Log Portal**: Portal to index, electronically file paper logs and retrieve them on-demand by patients, employees, visit types, date of service, location etc. This reduced the storage requirements for filing paper logs for 100K+ visits done in a year and improved the accessibility so that each location did not have to call the central payroll department with any issues related to visits made by employees
  - **Unsigned MD Orders**: Portal for tracking unsigned MD orders by Days, Physicians and Patients. The Medical Record Specialist could electronically retrieve any order without going to the charts and track the outstanding orders efficiently.
  - **Invoices-on-Hold Portal**: Portal for tracking reasons why invoices were put on hold by the billing department. This was used by the clerical staff at branches to get the necessary paper work and then release the invoice for billing. This improved communication between and staff and reduced call volume and time for tracking.
  - Others: **HR and Help Desk Portal, Intranet Search Engine, Single-Sign-On (SSO), Training applets**
- Design and Developed Corporate wide Intranet Strategic Reporting portal for Business Intelligence (BI) for Management, enabling them to make strategic decisions based on summarized data by location and Nursing staff detail data to manage Patient Care and Day-to-Day operations.
- Developed Weekly and Monthly Automatic Alerts to be sent to nursing supervisors and staff members for managing patient care, reduce LUPA percentage, monitor Therapy Thresholds Prior to Episode End, Payer Authorization Expiration.
- Automate and centrally manage updating and patching of workstations and servers by using WSUS and Group Policy. Improve Network efficiency and bandwidth usage by implementing Distributed File System (DFS)

Consultant, Corporate Date Technologies, Inc.
Designed and Developed ASP Application for MarketView project utilizing Oracle packages and stored procedure for batch loads and user maintenance screens.
- Wrote functional and technical design and ETL processes specification for pricing widgets for BP Program One project (conversion of legacy data to SAP) and support off-shore with development and DBA efforts
- Wrote Oracle PL/SQL procedures for Dealer Jobber Portal to load eBOL data from Vitria to DJP database
- Work with BP and Verifone to analyze data elements required for global ePOS initiative and help develop the new card table structure for credit card processing
- Perform gap analysis between Germany and UK specification and POS system (RSDB) used in US.

FastRx Pharmacy System – Maywood Pharmacy
- Designed, Developed N-Tier commercial Pharmacy software being used by about 50 pharmacies in the IL region using VB.Net, SQL Server, Crystal Reports, Infragistics Controls
- Designed entire database model, Presentation Layer, Business Access Layer and Data Access Layer for the new windows based system.

Consultant, through CDT for Pfizer – Pharmacia Merger; SAIC, Naperville
- Created System Mapping Diagram to identify various financial systems used at Pfizer and Pharmacia using Advanced Visio features, to provide overview of what data flows and how between each system.This would facilitate Pfizer management to make decisions, as to how different financial systems at each company can be integrated after the merger.
- Analyze requirements and write technical specifications for Statement of Work, so that estimates can be provided to Pfizer for project approvals.
- Created a system roadmap to analyze all up-streams and down-streams feeds from SAP and Computron.

BP-Amoco/SAIC

- Developed N-Tier Point of Sale (POS) Web Application to Configure all BP/Amoco Devices using Visual Basic, COM/COM+, Active X Servers, M.S. Winsock, Oracle 8x . The front end was written using ASP, VBScript, CSS, HTML, DHTML, and Crystal Reports.
- Team member for creating conversion programs and data analysis, using Oracle Stored Procedures and SQL Loader Scripts for BP Program One Initiative to convert their legacy system Data to SAP.
- Plan, manage and perform production rollout for configuration changes to POS equipment for entire country
- Wrote web application to interact with AMOCO/BP/TOSCO history database, which has about 50 million records per month using VB COM, Oracle database, PL/SQL, ASP, and Crystal Reports.

Consultant, Simpsol, Inc.

Dyna Care Home Health, Inc.

- Planned, designed and implemented corporate Active Directory Infrastructure, migrate NT 4.0 Servers to Windows 2000 (W2k) Servers.
- Designed, Planned & Implemented corporate Frame Relay network to connect 7 branches in 4 States including Exchange, Citirx Farm, corporate security and intrusion detection using ISA Server, Watch Guard Firewall, VPN, to meet HIPAA and corporate security policies.
- Worked with Management to gather requirements for creating an Intranet site for customized health management reports using VB, Crystal Reports 8.0, ASP and Oracle.
- Created Durable Medical Equipment (DME) Web Application for issuing & tracking Purchase Orders. Reconcile purchases with vendor invoices at month end to insure accurate Payables, Billings and Collections.

Morse Data and Christian Science (scienceandhealth.com)

- Created web e-store for Christian Science Monitor to integrate with their backend order fulfillment system using VB, ASP, and Microsoft SQL Server.
- Consulted them on how to set up their E-Store for their members in 70 countries and 3500 churches around the world.
- Created a web front end for "InOrder" system for real time ordering processing using MS SQL Server.

Consultant, on Indpendent Projects

- Designed, Developed windows forms application for collecting and analyzing Medicare OASIS & PPS Data.
- Integrated 3rd party Infragistics .Net Controls for rapid development and improve UI of Windows Form Pharmacy application utilizing Grids, Menus, Toolbars, Tab Controls, Panels, Status Bar etc
- Wrote various stored procedure in MS-SQL using T-SQL for selecting, updating and inserting data using ADO.NET

Technology Director, The Internet Drugstore, Inc., Alsip, IL

- Involved with full life cycle of an N-tier Web project from concept to design to implementation.
- In charge of database design and modeling for the entire Web site
- Created a promotion engine to implement various promotions given to customers.
- Wrote technical portion of the business plan for presentation to Venture Capital Firms.
- Maintained project schedule, time lines and tracked progress for site launch.
- Worked with Marketing Department & Graphics Designer to create user interface and navigation of the website.
- Maintained Production, QA & Development servers for the Corporate Internet & Intranet.

Systems Analyst/Programmer, Dyna Care Home Health, Inc., Alsip, IL

- Database Modeling, Design and Data Structure for an Enterprise Client/Server System for Home Health, DME and Pharmacy using Paradox and PAL for 50+ Users (Dynabase). It is a comprehensive system comprising of the following modules:
    - Patients, Insurance, Physician, Nursing Visits, DME, Hospice, Pharmacy, Billing, HR, Payroll, 401K, Marketing, Security
- Wrote a custom interface program to convert data from an automatic telephone visit tracking system to payroll module to improve efficiency and increase accuracy.
- Created an interface so visit data entered in Dynabase (75Kvisits/year) was directly imported into the accounts receivable package for billing and improving cash flow.
- Conducted in-house training classes to use company wide systems and software.

- Analyzed and improved various in-house processes.
- Assisted management with decision making on technological advancement.

CIS Instructor, College of DuPage, Glen Ellyn, IL

Summer & Winter 98 Quarter: CIS 203 (15 Students, 5 Credit Hours)
Graphical User Interface Programming using Visual Basic 5.0
Advance Microcomputer Database using Access 97
Introduction to Microcomputer Disk Operating System using DOS 6.22

References
- Strong References available on request.