

Anish Rajdhar Tiwari - PMP®

PROJECT MANAGER – AGILE PROJECT MANAGEMENT, EMR IMPLEMENTATION, EXECUTIVE
STAKEHOLDER & RISK MANAGEMENT

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PROFESSIONAL SUMMARY

Healthcare IT Project Manager with 10+ years of experience delivering digital health transformation initiatives across acute, primary, and community care in North America. Specializes in EMR implementations, SNOMED CT/CA, LOINC, HL7 v2, HL7 FHIR, and terminology governance using tools such as Ontoserver and Apelon DTS. Proven record in managing large-scale deployments, stakeholder alignment, and system interoperability strategy. Specialized in leading cross-functional teams, designing compliant data architectures, and executing Agile, Waterfall, and hybrid delivery models. Certified PMP, ACSPO, and HL7 FHIR professional with expertise in standards mapping, clinical data exchange, governance frameworks, and executive reporting. Skilled in backlog management, roadmap planning, and cross-enterprise integration.

SKILLS

- **Project Management & Governance:** Agile, Waterfall, Iterative projects with EMR workflows & IT compliance.
- **Product Development Life Cycle:** PDLC/SDLC in healthcare using structured releases & validation workflows.
- **System Implementation & Integration:** EMR setup, HL7/FHIR data mapping, interface development, migration.
- **Backlog Management & Prioritization:** Maintained backlog, refined sprints, sequenced releases, product roadmap.
- **Budget Forecasting & Reporting:** Tracked budgets, forecasted costs, managed allocations, financial reporting.

CERTIFICATIONS

- **Project Management Professional (PMP®) - (Credential ID: 4073579)**
- **Advanced Certified Scrum Product Owner (ACSPO)**

WORK EXPERIENCE

Senior Business Engagement Associate

Doordash Technologies Inc

February 2024 – Present

Ontario

- Coordinated 8 enterprise deployments through Agile sprints and platform optimization, improving rollout velocity by 32%, sustaining 99.9% uptime, and aligning execution to stakeholder-led roadmaps across all departments.
- Designed 4 phased change roadmaps integrating behavioral analytics, system readiness matrices, process orchestration, and lifecycle frameworks, driving 41% internal tool adoption growth across 6 departments with reduced resistance rates.
- Directed 5 user feedback loops and training sessions across 300 staff using dashboard metrics, telemetry reports & event-driven insights, refining internal platform usage, boosting satisfaction by 38% & reducing abandonment by 29%.
- Integrated 7 department-level deployment strategies with executive governance models, technical requirement traceability, and interdependency frameworks, reducing inter-team lag by 46% and unifying cross-functional release coordination.
- Standardized 3 organizational change templates incorporating risk matrices, scenario-based planning, impact simulation & stakeholder workflows, reducing onboarding cycle time by 19% & increasing compliance accuracy across streams.
- Orchestrated communication across 5 leadership councils via KPI-focused reporting, metrics instrumentation, and escalation protocols, reducing decision latency by 27% and enhancing feedback efficiency during pilot rollouts.

Senior Project Manager

Tata Elxsi

November 2021 – October 2022

India

- Directed TEngage rollout across 6 clinical sites by integrating HL7 FHIR, SNOMED CT, and LOINC modules; demonstrated at HIMSS 2022, enhancing interoperability throughput by 33% and reducing integration error rates by 26%.
- Conducted 5 compliance audits across client systems using ISO 13606, enabling provincial EHR readiness and validating 91% data quality accuracy through conformance validation, information mapping, and terminology alignment.
- Produced 12 proposals with engineering teams, aligning timelines to specifications and delivery scope; improved proposal acceptance rate by 43%, ensured SLA compliance, and eliminated deviation in stakeholder requirement traceability.
- Resolved 18 escalations using triage frameworks and root-cause diagnostics; improved resolution turnaround by 39%, maintained 99.8% uptime, and established standardized communication flows for system-impact incident workflows.
- Managed 4 program schedules with 20+ resources, enabling 48% capacity utilization improvement; maintained deadline adherence, optimized workload distribution & reduced task backlog accumulation by adjusting delivery pipelines.
- Operationalized governance across 3 initiatives, reducing roadmap variance by 34% & achieving performance alignment via KPIs, OKRs, audit checkpoints and milestone tracking frameworks integrated with stakeholder reporting layers.

Project Manager

e-Clinical Works

June 2012 – November 2021

India

- Delivered 50+ SaaS deployments using domain-driven design and terminology governance, sustaining 95% client satisfaction and achieving zero post-deployment regression incidents through conformance validation and system alignment.

- Directed 16 SNOMED CT/CA & LOINC integration workflows across 9 clinical networks, reducing terminology mapping errors by 44% & ensuring HL7 v2 and FHIR compliance for acute, primary & community healthcare infrastructure.
- Coordinated FHIR API design with 3 engineering squads and 2 terminology vendors, enhancing data exchange throughput by 37% and achieving compliance with interoperability protocols across the provincial integration ecosystems.
- Constructed 9 reference & map sets using Apelon DTS & TermWorks, aligned with national standard frameworks, reaching 97% terminology validation accuracy in peer-reviewed audits conducted by domain councils and compliance.
- Mentored 22 clinical informatics teams on structured change management protocols, increasing terminology implementation rates by 51% via capacity building, targeted enablement & life cycle configured knowledge transfer sessions.
- Supervised 14 cross-functional squads across 11 enterprise clients, maintaining 92% SLA adherence, resolving 90+ technical bottlenecks through reallocation matrices and sprint-based milestone tracking with governance workflows.

PROJECT EXPERIENCE

TEngage Telehealth Application (End User Transformation)

November 2021 – October 2022

Tata Elxsi, India

- Designed FHIR-compliant mobile platform for structured clinical data exchange with SNOMED CT and LOINC, ensuring 100% terminology conformance across 6 facilities aligned with federal interoperability integration guidelines.
- Directed multi-stage rollout with 3 cross-functional teams and 80+ users, ensuring 92% adoption rate via iterative sprint-based releases, communication planning, and user validation through structured acceptance testing workshops.
- Facilitated 4 partner workshops on terminology literacy and change request protocols, reducing error rates by 36% across terminology mapping, enhancing downstream data accuracy in HIE environments through mapped value sets.

Population Health Index (PHI)

May 2015 – October 2020

e-Clinical Works, India

- Implemented chronic care features with 12+ FQHCs, closing 58% application gaps through CCM enhancements and protocol-driven updates, optimizing long-term care workflows with structured data and regulatory reporting standards.
- Integrated CDSS with Dynamed using SNOMED CT and ICD-10 mappings, achieving 61% decision efficiency improvement by reducing provider uncertainty through real-time, context-aware alerts within application logic structure.
- Executed 6 clinical terminology mappings for public health data, aligning datasets with PHIN standards; participated in UATs with 94% success rate, validating workflows through controlled scripts and end-user scenario planning.

EDUCATION

MSc in Agile Project Management

September 2022 – April 2024

Northeastern University, Toronto

MBA in Marketing

June 2013 – May 2015

Mumbai University, India

Bachelor of Science in Information Technology (BSc.IT)

June 2009 – May 2012

Mumbai University, India