

AMER NAZAR

Technology Implementation & Client Delivery Leader

Raleigh, NC • U.S. Citizen • 301-204-1171 • AmerNazar.info@gmail.com • www.AmerNazar.com
Enterprise SaaS | Healthcare Technology | Technical Programs | Customer Success

11+ years translating complex problems into scalable, real-world technology solutions, leading enterprise implementations across healthcare, AI, SaaS, and government to the tune of:

AI & conversation analytics for Fortune 500 and Top 10 global pharmaceutical companies • 30+ concurrent healthcare SaaS implementations • \$4M+ project portfolios • Statewide COVID-19 response solutions for Delaware & Maryland / 7M+ residents • \$100M+ government modernization roadmap • Early virtual COVID-19 vaccine scheduling platform • 100+ enterprise technology implementations & projects • \$10M+ multi-hospital pharmacy overhaul • Enterprise revenue cycle deployment • Post-merger enterprise HRIS conversion

Independent Ventures

Author | *No Samosa Is Worth This*

February 2025-May 2026

- Authored and launched a debut short-story collection, owning the full publishing lifecycle from manuscript to market.
- Generated five figures in sales within 48 hours and sold 500+ copies within two months through e-commerce, marketing, and promotional events.

Co-Founder & Operations Lead

September 2022-Present

Noor Supply Co.

Raleigh, NC

- Co-founded Noor Supply Co., scaling a multi-state short-term rental portfolio to Top 5% submarket performance and “Superhost” status with 4.98+ ratings within Q1.
- Optimized property listings to rank on the first page of Airbnb search results within 30 days, driving a 16% increase in revenue compared to local medians.
- Secured \$100K in startup financing, reached first-year profitability, and maintained a 38% gross profit margin.

Work Experience

Onboarding Project Manager

February 2024-January 2025

Authenticx

Indianapolis, IN (Remote)

- Led 15+ AI-powered SaaS implementations for Fortune 500 healthcare organizations and Top 10 global pharmaceutical companies, driving a 36% average improvement in call center efficiency.
- Spearheaded data integration efforts across multiple enterprise systems, improving data accuracy and reducing sync errors by 97%.
- Developed scalable onboarding and risk-mitigation frameworks, consistently meeting SLAs and contracted 45-day implementation timelines.
- Translated client needs into product requirements, feature enhancements, and AI conversation-intelligence solutions, coordinating clients, vendors, Product, and Engineering through design and delivery.
- Facilitated 20+ client training sessions and led change management initiatives that resulted in a 99.7% end-user adoption rate.

Implementation Manager

Luma Health

March 2022-October 2022

San Francisco, CA (Remote)

- Managed a portfolio of 30+ concurrent healthcare SaaS implementations representing ~\$4M in book-of-business value.
- Reduced implementation timelines by 28% through streamlined workflows, risk mitigation, and cross-functional coordination while consistently meeting project milestones.
- Maintained 97% client satisfaction through personalized onboarding and end-to-end implementation oversight.
- Led 40+ solution design sessions and 15+ third-party integrations using APIs, SQL-based integrations, HL7/FHIR interfaces, and file-based data exchange, translating client workflows and technical requirements into client-specific configurations aligned with interoperability standards.
- Conducted 50+ training and UAT sessions, ensuring adoption readiness and reducing post-launch support by 37%.
- Identified expansion opportunities and drove upsells and enhancements, increasing product adoption across 60% of eligible accounts and improving platform stickiness.

Senior Project Manager

Enovational

August 2021-March 2022

Washington, D.C. (Remote)

- Led the design and deployment of a Salesforce-based COVID-19 response solution for Delaware and Maryland state governments, serving 7M+ residents with contact tracing, testing, and case tracking.
- Coordinated cross-functional teams, health officials, and vendors through accelerated 1-week sprints to meet urgent public health mandates and tight launch timelines.
- Scoped a multi-year \$100M+ modernization roadmap involving 15+ health departments and 10+ legacy systems to drive long-term digital transformation.
- Managed CRM product roadmaps, backlogs, user stories, and accelerated sprints while delivering weekly platform and program briefings to senior state leadership.

Senior Technical Project Manager

Optum (Previously DocASAP)

November 2020-August 2021

Herndon, VA (Remote)

- Led the design and launch of one of the world's first virtual COVID-19 vaccine scheduling platforms, streamlining patient access during the pandemic.
- Managed 10+ concurrent implementations valued at \$2.5M, overseeing API and HL7 integrations, technical configuration, and operational buildouts to ensure interoperability and workflow alignment.
- Assembled and led cross-functional tiger teams, accelerating issue resolution by over 70%—reducing turnaround time from 2–3 weeks to under 72 hours.
- Directed solution design and deployment, achieving a 92%+ user engagement rate through targeted training and optimized workflows.
- Collaborated with sales and product teams to identify upsell opportunities and feature enhancements, increasing product utilization across key accounts.

Senior Phenomic Data Project Manager

Geisinger Health

April 2018-December 2019

North Bethesda, MD (Hybrid)

- Established and led a new Geisinger Health research operation in North Bethesda, MD, growing regional presence and managing a \$5M project portfolio spanning 40+ concurrent engagements.
- Led interdisciplinary teams of 30+ analysts, bioinformaticians, and statisticians to extract and deliver high-value EMR data for academic and commercial research.
- Automated the project intake process, reducing queue time by 90% (to under 24 hours) and cutting data handling errors by 70%.
- Established client feedback and governance processes, maintaining 95% satisfaction while ensuring HIPAA and IRB compliance.

- Led end-to-end implementations of Cerner and third-party healthcare tech solutions for multi-hospital systems, managing 50+ projects—including a \$10M+ pharmacy overhaul, enterprise revenue cycle deployment, and post-merger HRIS conversion.
- Directed cross-functional teams of 100+ internal and external stakeholders, consistently delivering on time and within scope while maintaining a 95%+ client satisfaction rating.
- Spearheaded full-cycle implementations of EHRs, interoperability tools, and population health solutions, reducing average implementation timelines by 20% through lean workflow improvements.
- Ensured regulatory compliance (HIPAA, FDA, CDC) across all initiatives, contributing to zero audit findings in high-stakes healthcare environments.
- Provided hands-on leadership for 50+ go-live events, driving successful transitions and strong early adoption through client training and engagement.

Education & Certifications

- Master of Business Administration, University of Maryland, Global Campus
- Master of Science in Healthcare Administration, University of Maryland, University College
- Bachelor of Science in Biology, University of Maryland, Baltimore County
- Certified Scrum Master (CSM), Scrum Alliance
- Certified Scrum Product Owner (CSPO), Scrum Alliance
- Project Management Professional (PMP) Trained

Skills & Tools

Core Competencies: Enterprise SaaS Implementation • Implementation Strategy • Technical Project Management • Program Management • Client Success • Executive Client Leadership • Professional Services • Solution Design • SDLC • Systems Integration • API Integrations • Change Management • Risk & Issue Management • Agile/Scrum • Hybrid Delivery • Account Expansion

Domain Expertise: Healthcare IT • EHR/EMR • Interoperability • Patient Access • Healthcare Data • Revenue Cycle • Population Health • AI & Conversation Analytics • HIPAA • Government Technology

Platforms & Tools: Salesforce • Jira • Smartsheet • MS Project • Rocketlane • Asana • Monday • ClickUp • Workday • PeopleSoft • SAP SuccessFactors • HubSpot • Microsoft 365