

SHELLY SACHDEVA, MPH, RCFE

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PROJECT MANAGER

Results oriented Project Manager with extensive experience delivering public health solutions and operational transformation, improving processes, and streamlining workflows with expertise in public health sectors. Highly proficient in Agile and Waterfall methodologies, complemented by a deep understanding of the software development life cycle, and keen attention to detail identifying improvement needs and addressing clients' requirements. Collaborate effectively with clients, constituents, and leadership ensuring successful completions enhancing the organization's bottom line.

AREAS OF EXPERTISE

Project Management | Collaborative Leadership | Program Management | Change Management | Business Analysis | Strategic/Process Planning | Public Health | Team Development | Digital Delivery | Effective Communications | Product Lifecycle (SDLC) | Agile | Waterfall

PROFESSIONAL EXPERIENCE

Knott's Landing Senior Living, Orange County, CA

Present

RCFE Administrator, Business Operations Manager

Strategic planning, process improvement, and regulatory preparedness to optimize facility performance and enhance quality of service.

- Mentor and lead multidisciplinary staff, fostering a culture of professionalism, compassion, and accountability to ensure residents receive respectful, dignified care.
- Oversee daily operations and long-term planning, streamlining workflows and implementing best practices to optimize efficiency and elevate service quality.
- Ensure full compliance with state and federal RCFE regulations, maintaining meticulous documentation for audits, inspections, and licensing requirements.
- Direct facility budgeting, resource allocation, and financial reporting, ensuring fiscal responsibility while meeting operational and care delivery goals.

Kaiser Permanente, Pasadena, CA

June 2017 - June 2024

Healthcare Consultant, Mobility Centre of Excellence, August 2022 - April 2024

Develop strategic recommendations for the development of KP processes and IT policies including Ethics and Compliance, Cyber Security, Risk, ADA, Code/Architecture, UX/UI and Design.

- Act as Subject Matter Expert (SME) for the Certification team, ensuring guidance on 50+ active/rotating mobile application projects and led customer success initiatives from initiation to deployment.
- Managed Key Performance Indicators (KPIs) for practices, ensuring alignment with organizational goals and driving improvements in operational efficiency, driving engagement and satisfaction.
- Evaluated program performance to ensure resources were used effectively, identifying areas of duplication or inefficiencies and implementing corrective measures.
- Built relationships with key client stakeholders, including understanding customer needs, driving satisfaction and providing technical and functional consulting.
- Primary point of contact for internal and external stakeholders, facilitating communication, guidelines, troubleshooting issues, and ensuring projects meet both technical and business requirements.
- Managed vendor relationships, including negotiating contracts, ensuring timely processing of invoices and accurate tracking of expenditures in collaboration with internal teams and driving revenue growth.

Project Manager, Mobility Centre of Excellence, June 2017 - August 2022

Managed mobile healthcare programs, utilizing data-driven approaches and project management principles to enhance service quality, member satisfaction, and provider relationships.

- Developed and executed projects' requirements, managed processes and project deliverables through the project lifecycle, and coordinated cross-functional teams.
- Created/wrote the end-to-end process of extrapolating key data metrics and presenting results to executive leadership.
- Effectively communicated project goals, timelines, and updates to both internal and external stakeholders, ensuring alignment and accountability throughout the project lifecycle.
- Set measurable benchmarks and monitored project progress, ensuring initiatives met deadlines and exceeded performance expectations.
- Drove full engagement lifecycle management and business development efforts within MCoE
- Managed vendor relationships, including negotiating contracts, ensuring timely processing of invoices and accurate tracking of expenditures in collaboration with internal teams and driving revenue growth.

Providence Saint Joseph Medical Centre, Burbank, CA

2014 - 2017

Patient Access Care Manager, Admitting and Emergency Department

Owned and managed all routine patient inquiries related to the registration process, including conducting patient interviews, and explaining hospital policies, financial responsibilities, and patient bill of rights.

- Ensure pre-certification and authorizations were obtained meeting individual payer payment authorization fundraising protocols for insurance and billing prior to patient treatment and discharge.
- Collaborate with multidisciplinary teams, including physicians, nurses, and administrative personnel, to ensure seamless care coordination, optimize patient outcomes, and address individual patient needs.
- Liaised between physicians and external providers regarding patient placement, admittance, and coordination of treatments between departments.
- Effectively communicate with diverse patient populations, using clear, empathetic language to explain policies, procedures, and available resources, while maintaining sensitivity to factors impacting care delivery.

EDUCATION

Master of Public Health (MPH), Health Services and Policy

University of Southern California, Keck School of Medicine, Los Angeles, CA

Bachelor of Science (BS), Business Administration and Management

University of California, Riverside, CA

CERTIFICATIONS

RCFE (Residential Care Facility for the Elderly) License, 2025

Department of Social Services

Project Management Professional (PMP), 2023

Project Management Institute

Scrum Alliance Certificated ScrumMaster (CSM), 2023

Scrum Alliance

SAFe/Agile Certified, 2020

Scaled Agile

TECHNICAL SKILLS

Atlassian Jira/Confluence | MobileIron | SPSS and Tableau | Microsoft Office | HTML | CSS | WordPress | Cognos