# Core to Custom Consulting, Inc.
Bridging the gap between IT and Business

# Mervyn Singh, Facets Consultant

## PROFESSIONAL SUMMARY

- 22-year expert in managing, extending Facets Core Administration platform
- Experienced with Facets system implementation, migration, upgrades
- Skilled in bridging gap between business need and core Facets functionality
- Expert in design, development, delivery of custom Facets solutions
- Practiced in handling complex data migration and data analysis tasks
- Passionate about delivering value, increasing efficiency, effectiveness
- Relentless in pursuit of quality, cost reduction, cost avoidance

## WORK HISTORY

### ETL DEVELOPER
*04/2025 – CURRENT*

**SourcEdge | Chester Springs, PA**

- Provided development, delivery services to the following health plans utilizing the HealthEdge platform:

  ***Metro Plus Health | New York, NY***
  - Provided development support for migration of business from homegrown legacy system to the HealthEdge platform
  - Developed SQL & SSIS-based authorization extracts in support of data migration to HealthRules Payer and Guiding Care
  - Developed SQL & SSIS-based authorization and claims extracts in support of reverse conversion to homegrown data warehouse

### FACETS CONSULTANT
*07/2024 – 04/2025*

**Axiom Systems | Frederick, MD**

- Provided development and delivery services to the following health plans utilizing the Facets Core Administration platform:

  ***Gov Employees Health Assoc | Lees Summit, MO***
  - Provided SME support for migration of Facets business to third party platform
  - Developed SQL & SSIS-based member, authorization, claims extracts in support of data migration effort

### MANAGER, FACETS COMPETENCY CENTER
*01/2012 – 06/2024*

**CareFirst BlueCross BlueShield | Baltimore, MD**

- Led dynamic teams of 10-50 employees, contractors to elevate capability, impact of Facets Competency Center
- Leveraged $9.7M project fund to cover $16.2M of project, day-to-day business/platform needs
- Drove internal development of custom RADAR application to manage 50-70 projects annually, reducing management cost by 20%
- Increased resource utilization over 30% thru deep collaboration with tech teams, testers, analysts, executive sponsors, senior leadership
- Built, maintained, enhanced library of 400+ system interfaces, extracts, extensions, driving claims first-pass rate beyond 90%
- Established coding standards, QA, best-in-class practices across development teams, eliminating post-Production defects

MERVYN.SINGH@coretocustom.com
(386) 965-5227
www.linkedin.com/in/mervyn-singh-5a3b9a22

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www.coretocustom.com

**WORK HISTORY**
*( continued)*

- Designed SharePoint repository for interface, project, process documentation, reducing support costs by over 5% annually
- Delivered Podio-based solution for application inventory management, cutting analysis and reporting time by over 80% annually
- Leadership Index score of 99%, 10%-17% beyond division average since 2014

○ **FACETS SENIOR ADVISORY CONSULTANT**                    *04/2002 – 01/2012*

**The TriZetto Group | Denver, CO**

- Provided development, delivery, leadership services to the following seven health plans utilizing the Facets Core Administration platform:

*Gov Employees Health Assoc | Lees Summit, MO*                    *10/2011 – 01/2012*

- Technical Lead for ClaimFacts to Facets system migration
- Led 10 consultants thru triage, disposition of 3,800+ interfaces, extracts
- Established "factory" approach to achieve optimal resource utilization

*Capital District Physicians' Health Plan | Albany, NY*                    *02/2011 – 09/2011*

- Technical Lead handling system integration between Facets, CareAdvance
- Led team of developers thru "Unique Person ID" initiative that allowed care to be managed at "person"-level instead of "Member ID"-level

*CareFirst BlueCross BlueShield | Baltimore, MD*                    *07/2008 – 01/2011*

- Technical Lead for Facets Interfaces and Extensions team
- Developed SQL interfaces for Claims, Plan, Provider, UM
- Led system/data migration, major system upgrades

*MetLife Mexico | Mexico City, Mexico*                    *04/2008 – 06/2008*

- Technical Lead in assessment of health plan's business needs
- Identified interface and extension points between Facets and MetLife internal, external systems

*Amerigroup Corporation | Virginia Beach, VA*                    *04/2007 – 03/2008*

- Developed PL-SQL, SQL*Loader interfaces to:
  - Transform legacy provider data into Facets data structure
  - Parse core batch logs to enhance analysis, reporting ability

*Great-West Healthcare | Denver, CO*                    *01/2006 – 03/2007*

- Developed PL-SQL interface to transform legacy provider data into Facets data structure
- Developed custom triggers to supplement Facets core audit functionality

*Capital Blue Cross | Harrisburg, PA*                    *04/2002 – 12/2005*

- Optimized 5 SQL interfaces, reduced monthly batch by 200+ hours
- Led SQL development, QA review, code review
- Developed SQL-based daily/weekly/monthly vendor extracts

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**EDUCATION**

◯ **Bachelor of Science** | Computer Science                          *05/1990*
University of North Florida, Jacksonville, FL

**FACETS COMPETENCIES**

◯
- TriZetto Facets Core Administration Platform
- Facets Custom SQL Development
- Facets Implementation & Upgrades
- Facets Data Migration
- Facets Batch Processing
- Facets Interfaces, Extracts & Extensions

- Facets Backend Domain Expertise:
  - Auditing
  - Claims
  - Customer Service
  - Member-Subscriber
  - Plan
  - Provider
  - Utilization Management

**CORE COMPETENCIES**

◯
- SQL Development
- Project Management
- Software Development Life Cycle
- Data Migration
- Safe Agile
- Business Analysis
- Business Requirements

- Systems Analysis
- System Integration
- Technical Solution Design
- Team Management
- Technical Delivery Management
- Strong written and verbal communication skills

**TECHNICAL SKILLS**

◯
- Mac OS
- Microsoft Windows
- Microsoft Office
- Microsoft Project
- Microsoft Access
- Microsoft Teams
- Microsoft SharePoint
- Microsoft Visio
- ServiceNow
- Sybase
- Oracle
- Microsoft SQL Server
- PL/SQL
- T-SQL
- Toad
- Oracle SQL Developer

- SQL Server Management Studio (SSMS)
- SQL Server Integration Services (SSIS)
- Visual Studio
- Visual Studio Code
- Azure DevOps Server
- Azure Data Studio
- Git
- Git BASH
- Azure DevOps
- Azure Repos
- Visual Basic
- VB / VBA / VB Script
- Python
- Jira
- HealthEdge / Health Rules Payer
- Guiding Care

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