

Hareesh Achi

Dear Recruiter,

I am writing to express my strong interest in the position of Executive Director of Silver State Health Insurance Exchange. With my extensive experience in the healthcare industry and my passion for improving access to quality healthcare services, I believe I am well-suited for this role and can contribute significantly to the department's mission.

Over the past 20 years, I have held various leadership positions in the technology industry, where I have consistently demonstrated my ability to drive strategic initiatives, manage complex operations, and foster collaborative relationships with key stakeholders. I am passionate about technology and recently have considered Nevada health link system for my personal insurance needs and have identified several areas where the system can be optimized further. I believe this position enables me to leverage my technology expertise and contributing my services to residents of Nevada.

In my most recent role as Director of Product operations at Meta (previously Facebook), I successfully led a team of dedicated professionals to implement innovative strategies that resulted in increased usage of reality labs products by consumers. By leveraging my expertise in process improvement and data analysis, I streamlined operations, reduced costs, and enhanced the overall efficiency of our department.

Furthermore, my leadership style is rooted in transparency, collaboration, and employee development. I have a proven track record of building high-performing teams, fostering a positive work environment, and nurturing talent to maximize individual and collective potential. I firmly believe in empowering my team members to take ownership of their responsibilities and providing them with the necessary resources and support to succeed.

As the Executive Director of Silver State Health Insurance Exchange, I am committed to advancing the department's mission of ensuring affordable and accessible healthcare for all residents of our state. I am excited about the opportunity to lead a dedicated team, shape policy decisions, and implement strategies that will have a profound impact on the lives of our citizens. I am confident that my skills, experience, and passion for healthcare reform make me an ideal candidate for this position.

I would welcome the opportunity to discuss my qualifications further. Thank you for considering my application. I have attached my resume for your review, and I look forward to the possibility of contributing to Nevada.

Yours sincerely,

Hareesh Achi

HAREESH ACHI

EXECUTIVE LEVEL PRODUCT TECHNOLOGY and STRATEGY LEADER

Provide visionary guidance and strategic operations and cross-functional teams in successfully launching new products to the market using the latest technology.

SKILLS

Leadership

- Building customer focused organizations with an empathy towards customer.
- Delivering organization vision and coaching / mentoring Individual teams.
- Leading global teams through effective change management.

Product Strategy

- Defined innovative products and launched them to market.
- Delivering products / capabilities through engineering teams & Field readiness.
- Created new marketplace opportunities through innovative product strategies.
- Expertise in software development methodologies.

Go-to market strategies

- Expertise in go-to market strategies and operational excellence.
- Delivering scalable operations.
- Compliant & controlled operations execution.
- Adapted market intelligence for best-in-class product launches.

Services and product delivery

- Service delivery operations in high tech environment.
- Successfully delivered \$100M+ enterprise global projects.
- Expertise in ROI modeling and building value propositions.
- Effectively managing business performance through KPI's, OKRs, SLAs.

EXPERIENCE

Meta

2022 - 2023

Director, Product Data Operations for Reality Labs

Drive strategic product data operations for Meta's Reality Lab Products enabling in launch of Metaverse and reality labs hardware (Quest Pro, Ray-Ban Stories)

- Build scalable engineering operations by providing thought leadership, clear vision and strategy for a diverse portfolio of reality labs products.
- Lead cross-functional (XFN) teams across a wide portfolio of product initiatives – in close partnership with engineering and other XFN partners, created and shipped delightful products that help build Meta's vision.

Nextech AR Solutions

2021

President of Augmented Reality solutions (AR) and AR Ad Network

- Provided thought leadership, clear vision and strategy for AR solutions through Nextech product portfolio. Provided leadership, coaching and motivating team members located globally.

- Defined and built global product strategy for Augmented Reality products.
- \$0 to \$5M growth in one year building Go-To-Market strategies for AR ecosystem with partners and sales.
- Built and grew new revenue models and implemented them across the AR ecosystem.

Microsoft

2010 - 2020

Director of Global Operations & President of Microsoft Online Inc. (2015 – 2020)

Defined and led operational strategy for Microsoft Online Advertising business globally. Provided thought leadership to optimize operational execution and scale operations for new business models with best in class customer experience.

- Defined clear vision for the org and coach team members located globally (Brazil, India, Ireland, Japan, Singapore, USA) for efficient execution and seamless experience for Microsoft customers.
- Operationalized new go to markets to enable online and social media advertising business strategy.
- Reduced operational costs of 15% YOY growing business over three years building and scaling operations.
- Drive operational optimization and digitization through analytical modeling and measuring Month Over Month KPIs while launching new features (CSAT, SLAs, OKRs, First Contact Resolution, First Pass Yield, etc.)

Sr. Customer Operations Manager (2014 – 2015)

Defined and implemented the concept of critical deal desk and established a team to support field and sales operations.

- 100% above projected ROI in the first year.
- 35% improvement in revenue recognition.

Americas Service Deliver Manager (2010 – 2014)

Led and managed a team of 300+ operational / transactional resources enabling recognition of ~\$25 Billion revenue for Microsoft per year.

- Managed customer care team to support \$25B business and drove towards reducing customer escalations by 30% within the 3 years. (Reduced COGS by 40% through this process optimization & automation).
- Managed and executed Business Process Outsourcing Strategy for Microsoft Volume Licensing for entire North America Microsoft Operations with a budget of \$50M.

Motorola Inc.

2000 - 2010

Engineering, Program Management, Third Party Vendor Operations

Engineering lead to deliver software solutions for mission critical wireless communications. Defined, designed and launched new software products by effectively managing customer requirements and customer expectations.

- Built a customer focused software engineering organization with focus on delivering best in class customer experience.
- Successfully delivered \$10Million in net income for 3 consecutive years to Motorola by managing Nortel-Motorola relationship and software projects worth \$67 Million in revenues.
- Spearheaded \$80Million End to End IPTV portfolio, reduced vendor spend by 20% within a year and built agile software delivery process and decreased software delivery lead time by 50%.
- Supported customers globally by leading internal Motorola functional teams across Asia, Europe, Americas

EDUCATION

Master of Business Administration (MBA), University of Chicago Booth School of Business

Master of Science (MS), Computer Science, Illinois Institute of Technology

Bachelor of Science (BS), Computer Science, Jawaharlal Nehru Technological University