

Zubair Faiz

is a seasoned senior IT executive with 15 years of experience spanning the Telocom, IT Services and HealthCare Industry. He has a very strong background in establishing IT organizations starting from Strategy to implementation. Strong focus has been on Alignment of IT and Business Strategy, establishing Competency centers to deliver maximum value for the business.

Zubair is the Senior Director of Information Technology for Health Care Service Corporation (HCSC), which owns and manages Blue Cross Blue Shield of Texas, Oklahoma, New Mexico and Illinois. As a combined organization it serves \$10 million members with annual sales of more than \$16B.

At Blue Cross Blue Shield Zubair is part of Strategic Leadership team to address alignment of IT and Business. One concept that he led and implemented was the creation of Competency Centers to deliver value to business and better management of IT Investments of \$700M on an annual basis. Zubair is also responsible for various Strategic Initiatives in the company. He is the Leader for Customer Relationship Management Strategy and Implementation. Successful implementation of CRM has added significantly to the overall service quality to the members. He Lead the initiative for automating the Front end Marketing/Sales processes that has reduced the company's sales cycle from 59 days to 3 days and, over the last 3 years, has added significantly to company's profit margin.

On the IT side Zubair lead the creation of Enterprise Architecture Services organization to address both current and Long term Strategic Architecture needs as the company is planning to double in size in terms of Membership growth to 20M members and sales to be \$32B. Competency Centers that he oversee are Customer Relationship Management, Business Process Management, Business Rules, Collaboration Technologies, e-Solutions, Web Services and Technology R&D. Also he is responsible for and the leader in Process Excellence area. Currently under his leadership the organization is moving toward being CMMi certified by end of 2006. He is part of the Senior IT Governance team that oversees all the process areas (CMMi, ITIL, COBIT, RUP, Security, Audit).

Zubair holds a BS in Computer Science. He also serves on the board of two IT services firms.