

AMANDA NORTH

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PROFESSIONAL SUMMARY

Transformation executive who scales operations, ships AI in production, and runs P&Ls across regulated industries. Twenty years of operational leadership applying the same playbook (platform-led delivery, AI and automation, global plus nearshore workforce design, full P&L ownership) to large, complex, compliance-heavy businesses. Healthcare is the deepest of those industries, but the methods carry: \$700M+ in TCV closed in the last two years, AI deployments delivering 20-30% efficiency gains inside strict regulatory boundaries, a flagship account turned from -100% margin to +45%, and global delivery across the U.S., India, the Philippines, Mexico, and Puerto Rico. Hands-on with AI: personally building and shipping solutions inside the day job and on my own time for outside customers. Trusted partner to C-suite executives, Boards of Directors, and private equity sponsors on investment strategy, M&A integration, and competitive growth.

CORE COMPETENCIES

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| • AI & GenAI Production Deployment | • Transformation Strategy & Execution | • Full P&L Ownership (\$100M+) |
| • Sales, RFP & Pursuit Leadership (\$700M+ TCV closed) | • Solution Design & Product Strategy | • M&A Diligence, Negotiation & Integration |
| • Platform-Led Service Delivery (BPaaS) | • Global & Nearshore Workforce Design | • Executive & Board-Level Partnership |
| • Governance, Risk & Compliance (regulated industries) | • Operational Turnarounds at Scale | • Healthcare: Payer, Provider, Medicare, Medicaid, ACA |

PROFESSIONAL EXPERIENCE

Firstsource Solutions | BPaaS Practice Leader

Dec 2023 – Present

Lead the BPaaS practice across the U.S., Puerto Rico, Mexico, the Philippines, and India: end-to-end P&L, operational governance, transformation programs, sales and pursuit, and AI deployment for enterprise clients in regulated verticals.

- Drove approximately \$700M TCV in new business development, leading solution design, pricing strategy, and competitive pursuit across the practice.
- Personally drove AI and GenAI transformation initiatives delivering 20-30% efficiency gains in production, inside strict regulatory boundaries (HIPAA, HITECH, CMS) that translate cleanly to other compliance regimes.
- Negotiated and structured a \$120M TCV, 3-year rebadge agreement with \$25M in guaranteed savings, including a 300-FTE workforce transition and automation roadmap.
- Partner with CEO, CFO, and private equity stakeholders on pricing strategy, investment governance, and portfolio-level risk management.
- Govern the practice's flagship engagement: a \$450M TCV, 7-year platform-led services program. Combined active ACV \$200M+ across 11+ accounts.
- Stood up a net-new commercial operations line from scratch, scaling membership from 0 to 30,000 in under 18 months (3x ahead of Year 1 target), \$16M TCV.

Acheveya | Founder & CEO

2021 – 2023

Founded and led a boutique consulting and operations firm specializing in transformation, turnaround, and platform launches for PE-backed and health-system clients.

- Partnered directly with private equity sponsors and CEOs to restructure portfolios and execute turnaround plans that improved margins and operational performance.

- Restored a contact center from 50% lost calls to under 2% in months, materially improving customer access, retention, and satisfaction.
- Globalized revenue cycle operations across multi-state operations, integrating scheduling, authorizations, and automated billing and collections.
- Launched a new retail insurance platform and stood up Medi-Cal operations, working inside one of the most demanding regulatory environments in the country.

Omega Healthcare | VP, Operations & Transformation (M&A Program)

2021

Led post-acquisition transformation during a major M&A integration, aligning operational, technology, and financial workstreams across acquired entities.

- Collaborated with the Board to evaluate assets, streamline delivery, and standardize governance across acquired entities.
- Deployed automation and analytics tools that improved delivery performance and reduced operational costs by 25%.
- Procured and managed an outside consulting firm to lead diligence, discovery, and transition planning.

Cognizant Technology Solutions | Head of Healthcare Delivery

2017 – 2021

Managed global delivery across a multi-site network in the U.S., India, the Philippines, and nearshore partners. Owned a hub of 2,500+ employees with \$700M+ in annual operational oversight.

- Grew the Phoenix Service Center from \$20M to \$100M in annual revenue under direct leadership, establishing it as a flagship delivery hub.
- Turned around the largest client account in the BPO/IT portfolio from -100% margin to +45% through operational restructuring, automation, and governance discipline.
- Served as Regional Delivery Center Leader for Phoenix, directing a 2,500+ employee multi-vertical hub with combined operational oversight exceeding \$700M annually.
- Engaged directly with state and local government leaders on workforce development, business continuity, and legislation impacting operations and site expansion.
- Led Centers of Excellence for anchor enterprise accounts representing approximately \$400M in annual delivery revenue.
- Drove standardization across intake, transaction processing, and configuration, improving compliance, throughput, and accuracy across a large delivery portfolio.

UnitedHealth Group / Optum | Sr. Director, Payment Integrity & Dental Operations

2005 – 2017

Directed Payment Integrity and Dental Systems Operations at the largest health payer in the United States, across Medicare, Medicaid, and Commercial lines of business.

- Managed multimillion-dollar budgets and cross-functional teams aligning financial, IT, and operational objectives across lines of business and delivery geographies.
- Grew program ROI from 3:1 to 25:1 through analytics and automation tools targeting fraud, waste, and abuse at scale.
- Collaborated with internal and external partners to strengthen quality assurance, support RFP-driven growth initiatives, and maintain audit readiness across all lines of business.
- Built deep regulatory fluency across CMS, Medicare Advantage, Medicaid managed care, ACA, and Value-Based Care models, informing operational strategy and compliance posture.

EDUCATION

Capella University, Bachelor of Science, Management and Leadership, 2016

Wharton Executive Development Program, UnitedHealth Group, 2016