

# Megan Brys

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## SUMMARY

Dynamic Healthcare Consultant and Registered Nurse with a unique background blending high-acuity clinical expertise with strategic healthcare technology management. Proven track record in managing diverse portfolios for national and regional health plans, specializing in the implementation of virtual disease management and population health initiatives that drive measurable ROI. Expert at translating complex clinical and regulatory requirements into actionable product roadmaps, while leveraging data-driven risk stratification to improve member engagement and reduce the total cost of care. A collaborative communicator skilled in bridging the gap between engineering, analytics, and health plan stakeholders to ensure seamless platform adoption and long-term client retention.

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## EXPERIENCE

### Health Plan Performance Sr. Consultant I

**Softheon Inc.**

**August 2022 - Present**

- Serve as the business lead for the Medicare Advantage (MA) line of business, translating CMS regulatory requirements and health plan operations into actionable product roadmap items and technical requirements spanning Annual Enrollment Period (AEP), plan year readiness, and ongoing compliance.
- Partner with product and engineering teams to design, enhance, and scale a SaaS platform covering Medicare Advantage member shopping, enrollment, billing, and payment — collaborating with health plan clients, brokers, and internal stakeholders to refine workflows, improve enrollment UX, and expand solution capabilities.
- Monitor CMS communications, regulatory releases, and EOC requirements to drive timely compliance updates across MA platform functionality and reduce risk of non-conformance.
- Lead the Medicare Advantage client user community, driving knowledge-sharing, platform adoption, and stakeholder engagement across health plan customers.
- Provide subject matter expertise on Medicare Advantage operations, Part C regulations, and market dynamics to cross-functional teams, supporting business development by aligning product enhancements with client needs and competitive positioning.

### Client Success Manager

**Softheon Inc. (FKA NextHealth Technologies)**

**October 2021 – August 2022**

- Managed a portfolio of national and regional health plan clients, implementing and optimizing virtual disease management, utilization management, and population health management programs to improve member outcomes and reduce total cost of care.
- Led cross-functional collaboration with clinical, analytics, and engineering teams to design and measure population health initiatives — including reducing non-emergent ED utilization and increasing member activation rates in telehealth and lower-cost care settings.
- Applied risk stratification methodologies using SDOH data, claims analytics, and healthcare utilization trends to define target member cohorts, then deployed tailored outreach and engagement campaigns that drove program enrollment, improved retention, and redirected members to lower-cost care options.
- Partnered with analytics teams to define KPIs, evaluate program performance against benchmarks, and present data-driven recommendations that demonstrated measurable client ROI and informed contract renewals.
- Managed client communications, platform training, and project delivery using Jira and ClickUp — ensuring on-time implementation, strong client adoption, and consistent alignment with account goals and SLAs.
- Contributed to continuous improvement by supporting departmental initiatives, cross-training peers, and strengthening client success processes.

### Innovations Manager

**NTT Data Business Solutions (FKA itelligence Inc.)**

**October 2018 – October 2021**

- Served as presales practice manager and go-to-market owner for NTT Data Business Solutions proprietary software portfolio, it.software, owning proposal development, pricing, implementation timelines, and contract management across the US market.
- Collaborated with marketing to execute lead generation campaigns, go-to-market initiatives, and sales enablement content; advised Account Executives on sales cycle strategy and deal management for proprietary software solutions.

- Directed offshore development team coordination for product ideation, roadmap execution, and release management — implementing quality improvement measures that elevated solution stability and client satisfaction.
- Coordinated with global NTT Data Business Solutions teams across multiple regions to cross-sell solutions internationally and align product roadmaps, while reporting strategy and financial performance to global leadership.
- Managed third-party partner relationships to expand solution ecosystem and support customer implementation needs.

## **SAP Associate**

**NTT Data Business Solutions (FKA itelligence Inc.)**

**June 2017- October 2018**

- Implemented SAP Materials Management (MM) module within enterprise supply chain solutions, engaging warehouse and operations leaders to refine processes, identify improvement opportunities, and drive successful go-live adoption.
- Developed end-user training and change management materials to support SAP S/4HANA, ECC 6.0, Fiori, GIB Supply Chain Suite, and ShipERP implementations, accelerating adoption and reducing post-go-live support burden.
- Supported Managed Services operations through ITIL-based ticketing, developing internal processes and documentation that improved service delivery consistency and response quality.

## **Employee Health Nurse**

**Mercy Health Anderson Hospital**

**June 2015- May 2017**

- Collected and entered data into the Systoc record-keeping software for all new hires.
- Built reports out of Systoc to meet the needs of employees and leaders for all of Mercy Health.
- Collaborated with managers and staff to improve processes and safety for employees.
- Individually managed a wide range of employee health needs for over 2,000 employees.
- Implemented policy and procedure changes based on best practice.
- Communicated with staff at all Mercy Health sites throughout Ohio to streamline processes.

## **Registered Nurse: Family Birth Center**

**Mercy Health Fairfield Hospital**

**November 2013- May 2015**

- Provided comprehensive nursing care to mothers and newborns through all stages of labor, delivery, recovery, and postpartum, ensuring safety and adherence to evidence-based practices.
- Monitored maternal and fetal status, interpreted electronic fetal monitoring (EFM) tracings, and promptly escalated concerns to the care team to optimize outcomes.
- Assisted physicians and midwives during deliveries, including vaginal births, cesarean sections, and high-risk cases, while maintaining sterile technique and supporting patient comfort.
- Educated and supported patients and families on labor expectations, postpartum care, breastfeeding, and newborn care to promote confidence and positive health outcomes.
- Integrated understanding of diverse cultural backgrounds into care delivery, resulting in more tailored support for mothers and families during labor and postpartum periods.
- Collaborated with interdisciplinary teams including obstetricians, anesthesiologists, and lactation consultants to provide coordinated, patient-centered care in a fast-paced environment.
- Applied research skills to implement evidence-based practice improvements in patient care.

## **Registered Nurse: Intensive Care Unit**

**Mercy Health Fairfield Hospital**

**August 2012- October 2013**

- Delivered high-acuity nursing care to critically ill patients requiring mechanical ventilation, vasoactive infusions, invasive hemodynamic monitoring, and advanced life support interventions.
- Monitored and interpreted complex clinical data (arterial lines, central venous pressures, cardiac rhythms, lab values) to anticipate complications and initiate timely interventions.
- Collaborated with multidisciplinary teams including intensivists, respiratory therapists, and pharmacists to develop and implement individualized care plans that improved patient outcomes.
- Provided comprehensive education and emotional support to patients' families, facilitating informed decision-making during end-of-life care and complex treatment discussions.
- Maintained strict adherence to infection control protocols, patient safety standards, and evidence-based ICU practices, contributing to reductions in hospital-acquired infections (HAIs).

- Collected and documented patient data in Epic while serving as a role model and resource for best practices in electronic documentation and chart review.
  - Proven ability to remain highly organized and effective in fast-paced, high-pressure environments.
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## **EDUCATION**

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### **Bachelors of Science in Nursing**

Wheeling Jesuit University • Wheeling, West Virginia • 2012 • 3.66/4.0

- Dean's List
  - Cum Laude Graduate.
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## **INVOLVEMENT**

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- Four-year member of the Wheeling Jesuit University NCAA Division II Varsity Volleyball Team
  - Student Caller for Wheeling Jesuit University Alumni Donations
  - Wheeling Jesuit University Academic Resource Center Writing Tutor
  - Member of the Employee Satisfaction Committee at Mercy Fairfield Hospital
  - Founding member of itelliWIN (Women's Initiative Network) at NTT Data Business Solutions US
  - Lead and coordinated bi-annual companywide learning events at NTT Data Business Solutions US ("Learning Flings")
  - Created and ran annual "Hackathon" event for all of NTT Data Business Solutions North America
  - Co-founder and Chair of the Softheon User Community
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## **SKILLS**

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Medicare Advantage, CMS regulations, Product development, Client Success, Program Metrics

Project Management, JIRA, ClickUp

Microsoft Word, PowerPoint, Excel

SAP, Fiori, S/4HANA, ECC 6.0, GIB, ShipERP, Learning Hub, SAP Materials Management

Nursing, Patient Care, Electronic Fetal Monitoring (EFM), ICU Practices, Mechanical ventilation, Advanced life support interventions, Vasoactive infusions, Invasive hemodynamic monitoring, Epic Systems