FABIAN LEWIS

IT Leader ● UAT & Quality ● Agile Delivery ● Operations Management

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PROFESSIONAL SUMMARY

IT and operations leader with 12+ years leading teams across enterprise healthcare, client consulting and the U.S. Army. Most recently Senior Manager of a 47-person User Acceptance Testing department at CVS Health, promoted over peers to lead multiple sub-teams through their team leads. Known for developing leaders, bringing Agile discipline to delivery, and aligning developers, product owners and business stakeholders around quality outcomes. MBA (4.0 GPA), Army veteran and published author on personal leadership.

CORE COMPETENCIES

Team & Leadership Development | Agile / Scrum Delivery | UAT Strategy & Test Management | Stakeholder Management
Budget, Resourcing & Workforce Planning | Process Improvement | Change Leadership | Risk & Release Readiness
Vendor Management | Regulatory Compliance (CMS / Medicare Part D) | Audit Readiness | Executive Communication

PROFESSIONAL EXPERIENCE

CVS Health
Feb 2022 – Jun 2026

Senior Manager, User Acceptance Testing (UAT) Sep 2025 – Jun 2026

Promoted over peers, as the newest manager, to lead a 47-person UAT department of 5 sub-teams supporting multiple systems / platforms.

- Led a 47-person UAT department across 5 sub-teams, setting direction, priorities and performance standards through a layer of team leads
- Coached and developed team leads into confident people managers, building a bench of future leaders
- Owned the department budget, headcount planning and resource allocation, matching capacity to a shifting release calendar
- Reported quality metrics, defect trends and risks to senior leadership, turning data into clear go/no-go recommendations
- Led the department through organizational and process change while keeping teams engaged and delivery on track
- Built a culture of trust, accountability and collaboration across sub-teams improving retention and consistently scoring over 95% on engagement surveys
- Standardized onboarding and cross-training to increase team flexibility and remove single points of failure

Medicare Part D Operations Manager Feb 2022 – Sep 2025

- Led a team of 14 Quality Analysts, setting goals, coaching performance and developing talent through regular reviews and mentoring
- Introduced Agile practices that streamlined project workflows and increased team adaptability
- Designed new processes and optimized existing ones, reducing cycle time and rework by 25%
- Managed multiple concurrent projects from plan to delivery, building roadmaps, resource plans and schedules to land work on time and within budget
- Developed and implemented strategic initiatives that improved team productivity, quality and talent development
- Partnered with business stakeholders across the organization to meet client strategic needs and drive continuous improvement
- Delivered regular status reporting to leadership on progress, achievements, risks and action plans
- Defined UAT strategy, test-planning standards and release-readiness criteria so the business could sign off with confidence
- Partnered with development, product, project management and business stakeholders to align testing scope, timelines and risk

Hawaii Medical Service Association (HMSA)
Mar 2018 – Jul 2021

Pharmacy Solutions Manager Jun 2020 – Jul 2021

- Led cross-functional teams to analyze, develop and implement high-priority projects aligned to company strategic objectives

- Directed and evaluated staff; built training materials and delivered employee training
- Managed vendor performance through ongoing oversight, evaluations and performance appraisals
- Ensured internal and vendor operations complied with federal and state healthcare regulations
- Led the team through internal and external audits of Pharmacy Management data and processes; primary on-site contact for auditors
- Developed and maintained workflows, work instructions, policies and procedures

Medicare Part D Business Analyst Mar 2018 – Jun 2020

- Served as the department's subject-matter expert on Medicare Part D compliance and operations
- Translated new CMS guidance into compliant processes and projects with internal and external stakeholders
- Validated and maintained Medicare drug formularies, pharmacy directories and member materials
- Coordinated Medicare audits and desk reviews; monitored delegated vendor activities, data and reporting
- Prioritized and managed Medicare deliverables across pharmacists, managers, analysts and project managers

ProService Hawaii Nov 2016 – Mar 2018

Implementation Consultant

- Designed and led onboarding for 25+ client organizations (payroll, benefits administration, online systems and training), delivering an outstanding client experience
- Analyzed client contracts, org structures and business requirements to build tailored onboarding strategies
- Managed deliverables for multiple concurrent client transitions to ensure each launched successfully
- Trained business owners, managers and employees on implementation, HR compliance, benefits, payroll and company systems
- Generated 2 business referrals (105 worksite employees, $50K+ annual admin revenue) and 7 candidate referrals resulting in 2 hires

Pacleaders Fellowship Program Apr 2015 – Dec 2018

Student Coordinator

- Guided fellows through required capstone projects and served as liaison between students and program directors
- Recruited new students and raised program awareness through networking and public speaking

U.S. Army Jul 2006 – Jan 2013

Radiologic Technologist

Leadership roles: Team Leader, Department Supervisor, Instructor, Program Manager, Committee Member

- Supervised 20+ military, civilian and training personnel and coordinated radiology department operations
- Helped design and run the radiology student training program, certifying 20+ radiologic technologists
- Designed and taught the Tripler Army Medical Center bus driver's course, certifying 18 students and 2 instructors
- Led, trained, mentored, scheduled and evaluated teams of military personnel
- Partnered with other departments to improve patient flow, communication and efficiency
- Planned 40+ meetings, trainings, volunteer and social events as Vice President of Tripler's Morale and Welfare program

EDUCATION

Master of Business Administration (GPA 4.0) | Chaminade University of Honolulu 2015
B.S., Radiologic Technology (GPA 3.86) | Trident University International 2011

PUBLICATIONS

Root Access. How to Debug the Programs Running Your Life and Rewrite Who You Are on Purpose, 2026
The Awakening Guide: How to Stop Sleepwalking Through Life and Start Living Your Dream. 2016