Shamim Gilliani

SVP of Client Success
Carrum Health

Shamim Gillani, is the SVP of Client Success at Carrum Health. She is driven by a deep commitment to simplifying healthcare and making high-quality care more accessible and affordable for the people who need it most. As SVP at Carrum Health, Shamim is responsible for ensuring that Carrum's Centers of Excellence model translates into measurable outcomes, stronger engagement, and reduced total cost of care for every partner.

She joined Carrum Health in January 2025 after leading Customer Success at apree health, where she supported Employer, Health Plan, and Public Sector customers in building a culture of health and driving down total cost of care through digital and primary care solutions. Prior to that, she was a core member of IBM Watson Health's COVID-19 response team, leading product strategy on health economics, outcomes research, and clinical trials during the pandemic.

Before that, Shamim spent time at athenahealth leading the rollout of their inpatient electronic medical record solution across more than 100 hospitals and supporting Medicare and Medicare Advantage shared savings programs for population health clients. She began her career as a business transformation consultant at the Advisory Board Company, where she partnered with more than 75 hospitals and health systems on initiatives including the transition to ICD-10, Meaningful Use, and Accountable Care risk-based payment models. This foundation gives Shamim a rare, end-to-end perspective on healthcare — from provider operations and payer economics to patient-facing digital care delivery — informing how she partners with clients to solve their toughest challenges today.

Shamim brings a rare blend of operational rigor and genuine partnership to her work,

allowing her to build lasting client relationships and drive real transformation in how care is delivered and experienced.