

# Anup Keerrthi

## Technical Product Manager

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### PROFESSIONAL SUMMARY

- 18 years of overall experience in the IT field both in development and support space.
  - 10+ years experience leading teams in software development and maintenance of enterprise web products in the US Healthcare Pharma and Hospital space using Agile methodologies and Cloud based web technology including Angular, Spring Cloud, Java services and MS SQL for a Fortune 14 company.
  - Experienced in people management, led teams in on-shore, offshore model providing technical solutions for business problems and responsible for end to end project delivery, including post-implementation support.
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### SKILLS SUMMARY

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|---------------------------------|---------------------------------|------------------------------------------------|
| • Agile Methodologies           | • SDLC management               | • MS SQL programming, Stored procedures, RDBMS |
| • Java                          | • Spring Cloud Micro services   | • Web Product Management and Support           |
| • Data-driven decision planning | • Enterprise Cloud Architecture | • IT Team Leadership                           |
| • Agile Mindset                 | • Customer Focussed             |                                                |
| • Data Analysis                 | • DevOps, TDD                   |                                                |
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### PROFESSIONAL EXPERIENCE

#### Technical Product Manager/SME

**Cardinal Health, Inc. (Wipro) - Bengaluru, India**

**Nov 2018 - Present**

Project Description : Cardinal ASSIST & CIM are commercially available web-based B2B inventory management solution that helps in simplifying and streamlining the tracking of pharmaceutical supply in pharmacy. It helps in setting up automated ordering with pre-determined quantities based on demand, actionable reports and consultative support to pharmacy owners. Once configured, the product is highly automated and event driven.

- Led cross-functional teams to define requirements & establish new partnerships with external vendors, suppliers and pharmacies
- Proficient in removing blockers by leading team to identify user issues, implement workarounds, & establish monitoring. Ensured transparent communication to stakeholders.
- Maintain product and tech debt backlog, help prioritise for the team and co-ordinate testing and delivery along with maintaining live documentation as needed for support purposes.
- Led support teams ensuring consistent SLA adherence of >98% adhering to ITIL – Incident management framework.
- Responsible for the high availability of application. work on resiliency plans, monitoring of system infrastructure and keeping code base and servers compliant.
- SQL & Analytics (Splunk, SolarWinds) expert - troubleshoot, gain app insights & script reports for operations & business teams
- In line with the product offerings, work towards solutions that are automated and require minimal user input.
- Led initiatives with other data tool teams like Tableau, Teradata, HANA by providing them intelligent data sets that can be used for marketing and consulting.
- Worked with middleware teams like MFT, Dell Bhoomi, Message Broker, ETL, Attunity, SQL replications to setup data flows between applications.

- Improved handover & maintainability (coding standards) for transitioned modules, leading to efficient support & positive customer experience.
- Recruited, Coached and mentored team members to own their work and involve them in all stages of product delivery, most of them have been with the team for several years.
- Presented Monthly, weekly reports to Senior leadership on applications stats and potential suggestions to improve efficiency

## **Technical Product Lead**

**Cardinal Health, Inc. (Wipro) - Dublin, Ohio, USA.**

**Oct 2015 - Oct 2018**

- Led and managed team sizes from 3 to 10 software engineers
- Leveraged system knowledge to design an efficient reuse-based solution with minimal development efforts, expanding reach by 20 accounts and generating new revenue.
- Handled requirements gathering and prioritising with Business team, design technical solution and work with offshore members to develop, test and deploy the solution
- Provide analysis of user usage, system performance and heat-maps to drive the initiatives for future requirements.
- Led Agile ceremonies & contributed to backlog refinement, story pointing, code reviews, show and tell & knowledge sharing.
- Being product SME - assisted Business Analysts and Developers in understanding the product and dependencies
- Received multiple recognition from Directors and Managers, have consistently received excellent ratings in CSAT surveys (4.9/5) and reviews. Empathetic to customer pain points and have converted many such issues into prioritised product enhancements thus winning the trust of customers.
- Devise release plans for feature launches. Monitor post release and provide metrics to management to strategise for future release.
- Some major transitions supported - migration of a legacy WebSphere portal application to a modern Angular/Spring Cloud architecture with test-driven development (TDD) and CI/CD, migration of SQL server versions.
- Deployments were automated using Jira boards, Concourse Pipelines, Docker and Nexus
- Conducted workshops for Business and Operations to resolve concerns, demystify complex technical logic and workflows and brainstorm ideas to be added to the backlog.
- Addressing roadblocks in understanding requirements and negotiating and prioritising timelines and work items with the Business teams.
- Drove initiatives in creating developer support SOPs for on-boarding, setting up environments etc.
- Connect with team members and help them chart their learnings and progression through one on ones, OKRs

## **Full Stack Engineer**

**Cardinal Health, Inc. (Wipro) - Dublin, Ohio, USA**

**Sept 2014 - Sept 2015**

- Was part of the team that transitioned from Waterfall development deploying every quarter to using Agile methodologies and having bi-weekly deployments.
- Pair programmed to develop testing automation for applications Java Services using JUNIT and TSQL, this drastically reduced testing efforts from days to hours.
- Designed and Delivered revenue-generating custom cycle count/audit integration for long-term care pharmacy chain using Angular, Rest Micro-services, Spring Boot and SQL
- Followed clean code approach and refactored existing code base and new modules were coded using test driven development (TDD) approach by using Mockito with Junit for java, Jasmine for JavaScript and TSQL for stored procedures

**Sr. Software Engineer****Cardinal Health, Inc. (Wipro) - Dublin, Ohio, USA****Jul 2012 - Aug 2014****Cardinal Health, Inc. (Wipro) - Bengaluru India****Feb 2010 - June 2012**

- Worked on features and bug fixes in IBM Portal , Commerce and SOAP and REST web services
- Was responsible for high availability of two business critical ordering applications.
- Handled outage restoration and meeting infrastructure compliance for the applications
- Trained junior members on domain knowledge and technologies
- Solve customer incidents and script reports using SQL and Excel to consultants to help pharmacy owners achieve inventory optimisation

**Business Analyst****Great West Healthcare (Now Cigna) (Wipro) - Bengaluru, India****Dec 2008 - Jan 2010**

- GWH (now Cigna) sent us details report of the health insurance benefits for a particular Employer group. We had to analyse and understand the benefits from those reports, find any deviations from standards and configure those products in Facets - a health care software solutions Application. Once the products are configured, client can Adjudicate and process the claims from employees electronically.
- Work with the onshore team to understand deviations from the norm and suggest solutions in the way configurations had to be adjusted
- Understanding of different benefits under US employer healthcare insurance plans.

**Software Engineer****Wipro Technologies - Bengaluru, India****Oct 2005 - Nov 2008**

- Worked in requirement gathering, coding, testing and deploying a single window collaboration tool (PRISM) I, for managing relationship between customer and Wipro
- Technologies used was Java/J2EE, Javascript and MS SQL
- Was responsible for getting requirements from Delivery heads of different Client accounts and make changes to the tool, setup data sources, perform transformations of data from different file sources to generate reports along with other functionalities for maintaining the application.

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**EDUCATION****B.E Computer Science - 2001 - 2005**

Anna University, Chennai (Velammal Engineering College)

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