# JAY DHAR, MBA

**Expert SOA, Integration, Process Automation, Cloud, API & Decision Management**

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# SUMMARY

Experienced Hands on Enterprise Solutions Architect specializing in Financial Services, Healthcare IT, Agile, Process Automation, Business Process Management (BPM) , Business Rules implementation & Decision Management, Agile and Playback methodologies, mobile, Microservices, Cognitive, Robotic Process Automation, Cloud, Enterprise IT integration, Service Oriented Architecture (SOA), API Management, and Enterprise JAVA application development. Over 15 years of experience in programming, implementing, designing, architecting distributed systems and enterprise integration solutions, in capacities ranging from developer to solution architect. Currently focused on applying lessons learned from years of developing systems and business applications for software technical sales and deliver successful BPM implementation and Process Driven Applications in a pragmatic and iterative method

* Extensive knowledge of Agile Product/Project Management Strategy, Agile, Scrum, EAI, IT strategy, Business Process Architecture, BPMS/Case Management/BRMS/ESB/SOA, IoT, SOA Governance, Micro Services, API Economy, Cloud, PaaS, Cloud Integration, Container Architecture, iPaaS, Analytics, Mobile, Enterprise Architecture Framework (Zachman), Solution and Integration Architecture
* Experience in Clinical, Healthcare space with Payer and Provider, Insurance and FSS enterprise-wide solutions, processes, enabling technologies and knowledge of how IT supports those solutions
* Experience managing large portfolios for Mid-Atlantic and North America geographies for BPM/Decision Management business development, technical sales, resourcing, delivery support and client relationship
* Experience in leading multimillion dollar service delivery projects for client across different verticals such Public Sector, Insurance and Financial Services
* Experience in working with CXOs, Senior IT Management, Process and Business Owners
* Experience in Sales Enablement for Brand Sellers around BPM and Middleware Integration
* Received IBM North America Notable Technical Sales Performance Award, Manager’s Award.
* Leadership in business process management and modeling, reengineering, rules, BPM and SOA system deployment and team management.
* Adept at understanding interdependent relationships between technical and business issues.
* Excellent interpersonal and communication skills, facilitating presentations, strong collaborative negotiation skills and productive relationships with customers, partners, and vendors.
* Published case studies , articles, regular blogger on various digital transformation techniques -
  + <https://www.linkedin.com/pulse/what-decision-aware-business-process-how-design-one-jaydeep-dhar>
  + https://www.linkedin.com/pulse/make-your-business-process-smarter-decision-enabled-jaydeep-dhar
  + <https://www.linkedin.com/pulse/robotic-process-automation-rpa-when-use-jaydeep-dhar>
* Speaker and Presentation at various conference an industry Events, co-sponsored by InformationWeek
  + <https://twimgs.com/audiencedevelopment/JB/IBM_SmarterProcess_6City_speakers.html>
* Certified in Integration ESB, BPM, Decision Management
* Certified in Business Process Modeling BPMN Styles & Methods and Decision Modeling
* Track record of successfully tailoring and executing project management methodologies to specific needs of a variety of clients, while building and strengthening the relationship with current and future clients
* Leading, coaching, managing and mentoring team members
* **Soon to be AWS certified Architect (In Progress)**
* Current interest areas - Cloud, Machine Learning and AI

# EDUCATION

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# Robert H. Smith School of Business, University of Maryland, College Park, MD

# MBA, Digital Product Strategy and Entrepreneurship

# Leadership Role: VP Information Technology - MBA Association, Healthcare IT Club, Consulting Club, Entrepreneurship Club

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# National Institute Of Technology, Kurukshetra Haryana, India

Bachelors of Technology

# TECHNICAL SKILLS

**Architecture Framework/Methodologies**

* Enterprise Architecture (Zachman Framework)
* Object-Oriented Analysis and Design (OOAD)
* SOMA for Service Oriented Architecture
* API Architecture and MicroServices
* Agile Management

**Technologies**

* Java EE (EJB, Servlet, JSP, JMS, JDBC), Scala , JavaScript, Node.js, JUnit, Ant
* BPEL, BPMN, DMN
* Microservices, Event Processing, Service Oriented Architecture (SOA), IBM Service Component Architecture (SCA)
* REST, JSON, XML/XSL, XSLT
* Hadoop, MapReduce, Spark
* Object Modeling/UML, Use Case, Sequence and Class Diagrams
* MVC, Struts, Spring, Hibernate Framework, Log4j Framework
* Security, OAuth2, Open ID Connect

**Enterprise**

* IBM Websphere platform, IBM BPM, Appian, Pega
* BlueWorksLive, Process Modeling, Decision Modeling, Sapiens DECISION
* Data Virtualization (K2View), Denodo
* Advanced Integration Service (AIS), Websphere ESB, Process Server, WSRR, IIB
* Websphere Application Server
* iLog, Operational Decision Management (ODM) WebSphere Messaging, WebSphere MQ
* Rational Unified Process (RUP)
* AWS Public (EC2, S3, EBS, VPC, RDS, SQS, Lambda)
* IBM Cloud, IAAS, PAAS, Cognitive (IBM Watson), IBM Worklight (MADP), Docker Container, BlueMix (PaaS), Cloud Foundry
* DevOps, Continuous Integration and Deployment (CI/CD)
* LDAP, Ping Federate

# EXPERIENCE

**DaVita Healthcare**

**Lead Solution Architect Nov 2016 – Till Date**

The Clinic without Wall (CWoW) is a multi-year Digital transformation in the Clinical enterprise segment to move from a decentralized, branch office topology style of architecture to a centralized, private cloud like hosted model. CWoW while initially focused on orders, pathways, and protocols capabilities will represent a complete re-write of core clinical/EMR systems within DaVita Kidney Care from a patient first perspective. The CWoW will be the core system enabling patient treatment and care delivery in the dialysis center, while ensuring a superior customer experience, seamless team-mate, physician and Village coordination across all aspects – financial(revenue cycle optimization), coordinated care (across partner and provider networks, hospitals, labs, pharmacies), drive productivity and growth (e.g., better relationships with the physicians) and critically important provide the data/information required to derive insights and move DaVita’s care to become analytics and insight driven.

* Create, implement, and support IT portfolios and platforms which accelerate the transformation of Technology Services as a key enabler to DaVita’s growth strategy and fulfillment of DaVita’s mission.
* Act as the DaVita Health Technology Architecture champion with internal and external stakeholders regarding security, compliance, feature and product roadmaps, remediation, and service level agreements.
* Work as a team the Product Owners, Technical Leads and other supporting team members to deliver a complete solution.
* Assist business in the scoping and planning of upcoming projects
* Participate/Lead in producing the solutions conceptual architecture and associated artifacts

Develop logical architecture of solution components based on conceptual architecture/design

* Provide advice and guidance to team leads regarding technical and functional design decisions
* Lead, mentor, and coach other technologists build their skills and readiness in technology, portfolio, and platform responsibilities.
* Lead proof-of-concept activities for technology assessments, communicate findings, develop portfolio roadmaps, investment prioritization, and successful implementation and adoption.
* Subject matter expert for DaVita’s IBM middleware products and actively collaborate with other Architects on IT standards, innovation and integration opportunities to enable new value chains and business efficiencies.
* Act as the IT standards owner for several technology, platform, or portfolio domains and facilitate a collaborative process to establish, gain consensus, and communicate R&D, Invest, and Disinvest product roadmaps
* Drive adherence to IT strategy and IT standards in design processes for 3rd party services, products acquired, internal services, integrated hosted solutions, and hardware/software vendors.
* Ensure that portfolio/platform performance meets or exceeds operational metrics for scalability, security, compliance, performance and quality
* Guide business owners and Technology Services teams to ensure the consistency of their components to the overall business capability, IT product architecture, and IT roadmaps.
* Create solutions that drive progress toward approved standards and reduce the number of exceptions by proactive roadmap and investment prioritization with business and IT owners.
* Lead IT portfolio/platform maturity by driving the technical aspects of the acquired and developed products by applying industry best practices and technical due diligence.
* Develop an in-depth knowledge of all aspects of the solution domain to implement the most current and relevant solutions.

**Sapiens DECISION**

**Enterprise Decision Management Solution Architect Feb 2015 – Nov 2016**

**Responsibilities:**

* North America Sapiens DECISION Lead Architect with oversight and leadership responsibilities on multiple concurrent engagements
* Work with business stakeholders, business strategy and business objectives
* Lead discovery workshop, process modeling and identify decision enabled processes
* Led and won 2 large sales deals for Sapiens decision through consultative selling approach and technical evangelism
* Solution Architect at multiple customer engagements overarching responsibilities for end to end business and technical architecture using BPM and Decision Management & Analytics, agile project delivery, running quick win pilots, IT governance, and conducting process discovery workshops with the business
* Transformed this account from an advisory engagement to >$5M complex enterprise decision engagement
* Understand current state of the business of the customer and the supporting technology landscape and advise on the future state aligning the business strategy
* Partner with business architecture resources to develop current state technology landscapes that support the business capabilities
* Work with Global Product Engineering team to provide field customer product feedback, gather requirements, product visioning and architecture
* Work with VP, Product Marketing to improve product messaging, support industry analysts, create marketing demo and deliver in different industry conferences
* Lead the projects are building towards the desired future state

# Customer Engagements –

**Barclays Capital**

**Senior Solution Architect Feb 2015 –Oct 2015**

**TIAA CREF**

**Lead Solution Architect Oct 2015 – June 2015**

**Centre of Medicaid and Medicare**

**Lead Solution Architect Aug 2015 – Nov 2016**

**IBM**

**Global Technical Leader/ Solutions Architect Nov 2012 – Feb 2015**

**Responsibilities:**

* Act as a Client Partner and Advisor in Business Process Improvement Initiative, work with LOB to identify the business process problems and advise on customer centricity and process improvements
* Client Technical Sales Architect for Financial, Healthcare, Insurance customers and managed >$10M accounts for IBM middleware, BPM, Rules portfolio of products
* Lead implementation and demonstration of detailed technical product proof points in competitive product evaluations, solution presentations, RFP, RFI, and proofs of concept (POCs)
* Manage relationship with client technical community and provide support
* Lead and Collaborate with sales in developing overall account plan for accounts
* Coordinate with Sales and assist in closing plan for software sales opportunities
* Coordinate with Software and Services (field or shared) for sizing and position available services and take the lead on the closing plan
* Coordinate with the appropriate Software, Services and Sales teams depending upon the opportunity
* Develop, maintain and manage client relationships
* Lead and support business development activities such as identification, proposal development, and other pursuit activities at clients while working with the appropriate IBM resources from other service lines
* Assist business and IT leaders in creating the right programs and projects (aligned with achieving desired target states)
* Build understanding of scope for programs and projects to align with technical objectives and roadmaps and Govern projects to ensure alignment with strategies
* Ensure that projects are building towards the desired future state
* Develop and deliver product / solution presentations and demonstrations, to both line of business as well as highly technical audiences
* Provide detailed technical product expertise to support “deep dive” evaluations of BPM & Decision Management products and their architecture, by enterprise architects, application developers, and operations staff.
* Manage and mentor other technical sales staff and provide training on new developments around IBM Smarter Process
* Team with senior account executives, product managers, and product marketers to develop strategy and execute tactics needed to help prospects understand the value of BPM & Decision Management Solutions for their enterprise.
* As a Technical account executive, involve in all aspects of sales cycles - identify opportunities, qualify opportunities, develop-support team selling strategies

**Perficient Inc, Chantilly, VA Nov 2004 –Feb 2012**

**Senior Solution Architect**

**Responsibilities:**

* Consulted IBM customers advising on Business Process Management adoption, enterprise architecture and integration strategy
* Managed project staffing, invoicing, budgeting, profitability analysis processes as well as contact and opportunity management
* Interacted at the highest level in client organizations
* Identify, pursue, and close new business opportunities within current accounts
* Identifies and shares cross-sell opportunities outside of assigned Group
* Actively support the sales effort on new business development pursuits
* Lead an IT team of key system integration projects of size > $30M
* Offered post and pre sales technical support for current and new customers
* Lead implementation and demonstration of detailed technical product proof points in competitive product evaluations, solution presentations, RFP, RFI, and proofs of concept (POCs)
* Created a training strategy for 75+ consultants to expand their skills in the growing areas for the IBM BPMS Practice reducing training/development cost by almost 60%
* Lead IBM SOA/BPM/BRMS projects in strategic business, technology & management consulting for government & fortune 500 organizations for enterprise architecture, security architecture, middleware,
* Help IBM customers to achieve business and IT alignment for improving competitive differentiation
* Help customers with business and IT architecture for deploying mission-critical business solutions that resulted in operational efficiency and competitive differentiation
* Conduct regular meetings with clients to clarify requirements and manage expectations
* Interview, hire, and manage staff to assist with pre-sales, architecture and business operations

# Customer Engagements –

**Chartis Insurance**

**Solution Architect Sep 2010 –Oct 2012**

**Responsibilities:**

* Managed and led the delivery of $25 mn Chartis’s process improvement projects - eWorldRisk Lines of Businesses, application services, enterprise database, and data dictionary and reporting.
* BPM and Integration Solution Leader for next generation underwriting system for commercial brokerage
* Manage of team of project leaders, developers, technical designers and architects, testers and offshore team
* Analyzed requirements, integration points of Insurance Quote, Bind, Book and Issue
* Performed project oversight for independent review and analysis of an agency wide IT systems integration project
* Applied project management knowledge and expertise to gauge system performance and assess risk
* Provided stakeholders with project status and outlook for success, and recommend project improvements
* Develop solutions architecture, service and message models.
* Create SOA integration middleware comprised on WPS, and WESB.
* Define processes, methodology and mentor customer team on Service Oriented Analysis and Design and Business Services Development on BPM platform

**Client: Department of Pennsylvania Labor & Industry, Harrisburg, PA**

**Date: Jan 2008 –Dec 2011**

**Role: BPM Practice Lead/Solution Architect**

**Responsibilities:**

* Manage software system development and integration projects through all phases of project life cycle - analysis, design, development, testing, implementation, and post-production support
* Resource Management – Identifying required skills and hiring of new resources within the team.
* Develop detailed project schedule, budgeting and estimate.
* Participate in cost negotiations with various stakeholders of the project.
* Act as BPM SME in Process Discovery of customers As-Is processes and document To-Be Process, system requirements, integration points of Department of Labor
* Led BPM team of the highly State CIO visible >$100M system integration project in public sector
* Manage software system development and integration projects through all phases of project life cycle - analysis, design, development, testing, implementation, and post-production support.
* Worked with Business Development to understand client needs to choose and prioritize work best aligned with its priorities and then ensuring sufficient resource allocation for their successful execution.
* Lead client Service Oriented Architecture adoption through standards and patterns analysis
* Lead a team of architects/consultants/developers/testers/analysts to provide technical guidance, best practices, work allocation
* Acting as the lead solution architect for Business Process Management solution for Unemployment Benefits
* Provide architectural guidance and associated consulting services to DLI on Java/J2EE and IBM SOA

**Client : United Guarantee Insurance July 2010 –Feb 2011**

**Role : Principal Architect –Business Rules**

**Client : Monsanto ECG Aug 2009 – Jan 2010**

**Role : BPM Solution Architect**

**Client: Department of NY Taxation and Finance Jan 2007 – Dec 2007**

**Role: Lead BPM Consultant**

**Client: State of North Dakota, North Dakota Nov 2006 – Dec 2006**

**Role: Technical Manager**

**Client: Carquest, North Carolina Aug 2006 – Oct 2006**

**Role: BPM/SOA Architect**

**Client: IBM, North Carolina Dec 2004 – July 2006**

**Role: Workflow and Messaging Architect**

**Tata Consultancy Services, Milwaukee,** **Wisconsin 2000 - 2004**

**Project Leader – Mobility Solutions**

**Responsibilities**

* Helped customer from the IT project planning stage and building up sales application from development environment all the way to successfully bringing their application to the production environment
* Set up the onsite – offshore development and support model.
* Developed and implemented the plan to transfer the support and development activities for the project to offshore in India
* Worked as the onsite coordinator for the offshore development team to deliver a high quality and on time solution to GE Healthcare Systems

**Lockheed Martin, Gaithersburg, MD Jan 2011 – June 2011**

**Product Management Strategy Consultant**

Information Systems & Global Services (IS&GS) is one of the four operating companies, and is headquartered in Valley Forge, Pennsylvania. IS&GS is a global security enterprise that brings together the full range of Lockheed Martin's information competencies with an expansive services delivery capability. , IS&GS offers a comprehensive portfolio of business models and has a strong heritage of delivering world-class solutions and advanced technology across a broad spectrum of C4I, federal services, government and commercial IT solutions domains. As a global security and information technology company, the majority of Lockheed Martin's business is with the U.S. Department of Defense and U.S. federal government agencies. In fact, Lockheed Martin is the largest provider of IT services, systems integration, and training to the U.S. Government. The remaining portion of Lockheed Martin's business is comprised of international government and some commercial sales of our products, services and platforms.

**Responsibilities:**

* Understanding Lockheed Martin customers’ operational needs, technical requirements, buying habits
* Reviewed their product line and strategy for New Market Development both in the government and commercial sector in domestic and international market
* Exploring adjacent markets well aligned with their existing core competencies.
* Assessed their competing products in terms of capabilities and technology
* Recommended which was the best product to compete with in the market based on its market penetration, functional and technical capabilities, and integration with their other products
* Performed a market and competitor assessments
* Recommended additional products or services that were required to effectively compete in the government and commercial markets

**Robert H. Smith School of Business, University of Maryland, College Park, MD**

**VP – Technology, Part Time MBA Association Oct 2010 – Aug 2011**

**Responsibilities:**

* Created technology marketing strategies to increase participate among PT MBA students
* Created & implemented WordPress blog site for PTMBAA, providing a channel of communication with PT MBA students
* Develop strategy to increase students participation in PTMBA events
* Developed technology initiatives to better communicate the messages and goals of the PTMBA
* Planned, promoted, and managed budgets for events directed towards PT MBA students
* Organize business networking events in Robert H Smith Business School of about 300 people including students, alumni and people from different industries.