**RAJIV KUMAR SINGH, PMP, CSM**

Madison, WI

**Cell** +1-812 603 4084, **mailto**: [krsingh.rajiv1@gmail.com](mailto:krsingh.rajiv1@gmail.com)

**Objective**

Seasoned **Technical Program Manager** with around **13 years** of overall IT experience **in Big Data & Analytics, Program Management, Business consultancy, Solution Architecture** & **IT Delivery.** I have worked in several progressive roles with multiple Fortune 500 clients spread across Insurance, Financials, Auto & Manufacturing. Have a broad-based business acumen and blend of analytical, technical, mgmt. & leadership capabilities with over **11** years of experience in working at client locations across USA

**Professional Summary and Achievements**

* Managed and led an enterprise wide end to end **Hadoop Data Lake implementation** for an Insurance client which included data Ingestion, storage, standardizing, transformation, building linkages, time series snapshots & consumption patterns for Data Science group
* Assisted with solution architecture of batch and real time data ingestion techniques for **60+** disparate sources with **7000+** tables/files inunder **7** **months**. This included databases, log files, internet clickstreams, message queues, JSON objects, and complex XML data into Hadoop.
* Currently leading data curation effort to standardize and transform raw data using **Spark, Scala** to create time series snapshots & flattened datasets to build **Knowledge layer** for analytic consumption
* Successfully delivered a custom-built **Customer Excellence** **(C360)** platform on Hadoop and Greenplum that collates information and provides actionable insights for customer information. This led to better **targeted marketing**, standardizing data calculations for Customer and Household metrics
* Led execution of Proof of Concept’s to evaluate **Big Data** ETL tools – Informatica BDM & Talend on cloud
* Currently leading a PoC to test various AWS services which will pave the way for moving an on-premise Hadoop Infrastructure to Cloud
* Experience in leading design, development and deployment of multiple **Predictive Models** like **Claims Subrogation model**.
* Successfully executed multiple Big Data projects with cross functional team of **40+** members and budget of **$3-5 M** under strict timelines, budget and quality constraints.
* Conducted several consultative sessions with **C-Level Executives** to understand complex and strategic opportunities/needs and recommend analytic investments to drive competitive advantage.
* Presided over several concurrent engagements and performed key project related activities including planning timelines/milestones, estimations, costs, identifying deliverables, dependencies, risks & issues, status reporting to executives and working jointly for Business value realization
* Extensive domain knowledge in US Property & Casualty (**P&C**) Insurance including **Surety**, ERISA Fidelity, **Management Liability** (Cyber, D&O, Crime), Bond, Property, **Risk Insurance**, **Claims**, Liability and Workers Compensation lines of business. Also, have substantial experience in Auto, OEM, Supply Chain, HR, Finance and Identity Management
* Vast experience of working in **Waterfall, AGILE** & Kanban Project methodologies with significant focus on **leading AGILE transformation** from Waterfall
* Strong experience of liaison with multiple stakeholders across Business hierarchy (VPs, Directors, Managers), operations, IT, QA and Infrastructureteams in dynamicoffshore-onshore Global Delivery Model
* Executed several vendor selection engagements for implementing **COTS** & **SAAS** products by interacting with **Forrester** on RFP creation and advisory for market research, **interacted with senior leadership** of several product companies and worked with them to formulate product customization and global roll-out strategies
* Led **several Big Data RFP engagements** and helped with **pursuit of new logos** with Big Data and Analytics practice by working with Sr. client and account leadership
* Participated in Cognizant Insurance vertical 8-week championship on lines of Hackathon and conceptualized & developed a minimum viable product using **Predictive modeling, Google Glass**, drones and **won finalist awards 2 yrs. in row**

**Work Summary with Illustrative Projects**

**Employer - Cognizant Technology Solutions, US Corp** – **Jan 2012 – present**

1. **Enterprise Data Transformation for Advanced Analytics**  **Client** – American Family Insurance (AmFam)

**Location:** Madison, WI; Tenure May 2017 – current; **Role** – Technical Program Manager

**Summary -** This project involved data curation and analytical data set preparation by transforming, flattening, creating time series snapshots and establishing linkages across various datasets from the enterprise Data lake. This enabled helped data scientists answer descriptive analytics and enable tailored datasets for predictive analytics.

**Technologies** – Hortonworks HDP, Hive, Pig, Spark, Scala, Shell scripts, Custom UDFs, HBase

**Key Responsibilities & Achievements**

* Responsible for defining data consumption strategy, requirements, design and end-to-end implementation of this multi-track program
* Managed a cross functional teams across Cognizant, Amfam employees and other vendor companies with onshore-offshore peak team of **20+** members on this project.
* Worked with Data scientists in formulating key requirements for point in time series snapshots, developing data standardization guidelines, building consumption specific **Knowledge layer**
* Led solution architecture discussions on using Complex datatypes, addressing 1: many relationships, load patterns, re-startability of jobs and creating an Effective Date driven table structure (**Data vault technique**) which addressed ability to create point in time snapshots
* Worked with Data Modelers on defining logical and designing Physical design to represent **flattened data sets**
* Responsible for Program level status reporting to key stakeholders and C-level executives

1. **Hadoop Analytical Data Lake Creation**  **Client** – American Family Insurance (AmFam)

**Location:** Madison, WI; Tenure Nov 2015 – Aug 2017; **Role** – Technical Program Manager

**Summary -** This project was a significant initiative for AmFam which entails building a massive Data lake with data all across AmFam’ s business units and keeping it hydrated with **real time, Near real time** and batch based ingestion. This would be used for building Predictive Models, running analytics, training existing models and helping AmFam maintaining a business edge by having all the data from across **business lines** in one single platform. This included migration of Guidewire Policy systems

**Technologies** – Hortonworks HDP ; Hive, Pig, Kafka, Shell scripts, Attunity, Sqoop, Clarity, TFS

**Key Responsibilities & Achievements**

* Managed a cross functional teams across Cognizant, Amfam FTEs and other vendor companies with onshore- offshore peak team of **40+** members on this project.
* Due to large ingestion of 7000+ tables, innovatively designed Wave based & framework driven ingestion which helped overall productivity and reducing **data ingestion timeline by 25-30%**
* Led multiple workshops with C- level Business partners and data scientists to discuss **Ingestion Patterns, Change Data Capture approach, Data cleansing, Data validation** and **Audit balancing.** Partnered with Cognizant’s Big Data CoE to develop **Point of view** on Data lakes and how it should be structured based on Amfam’s context
* Worked with client teams to finalize **Metadata** strategy, Data Security & Governance, establishing **Data Lineage** and Data Masking needs
* Created an **estimation template** for estimating Hadoop Data Ingestion projects which became a preferred toolkit for future Hadoop based ingestion projects in AmFam
* Currently working on solution architecture for **Data curation**, defining standardized & transformed layers, linkage of specific data and creating **flattened data sets** for Policy, Customer, Households & Rating
* Received **appreciations** from IT & Business **Directors, VPs** for successfully managing the program

1. **Hadoop on Cloud PoC – Amazon Web Services** **Client** – American Family Insurance (AmFam)

**Location:** Madison, WI; Tenure Jun 2017 – current; **Role** – Technical Program Manager

**Summary –** This project was a Proof of Concept on testing various AWS services and moving on-premise Hadoop Infrastructure to AWS. As part of this PoC, the focus was to Evaluate Analytical Components with S3 Data Lake, Evaluation of various Hadoop Platforms and Evaluation of various ETL tools on Spark on EMR

**Technologies** – Presto, Hive LLAP, Athena, Redshift, Hortonworks HDC, AWS S3, Kinesis

**Key Responsibilities & Achievements**

* Work with various IT & Business teams to define the Use cases and identify critical evaluation parameters
* Lead the effort of evaluation and manage a cross functional team to complete the various use cases and present the results to IT
* Work on strategy for identifying key services which should be used on AWS
* Worked on strategy to move on premise data lake to cloud and run all ingestion, transformation and model predictions from Cloud Infrastructure

1. **Customer Excellence Prog – Customer 360 Implementation** **Client** – American Family Insurance (AmFam)

**Location:** Madison, WI; **Tenure** Feb 2016 – July 2016; **Role** – Project / Program Manager

**Summary**: Customer 360 initiative for AmFam is striving towards being more customer centric. The 360° Customer view creates an integrated view of the current & potential customer across the enterprise and collates all channels by which enterprise interacts with Customers. It provides a framework for integrating, enhancing, managing, and analyzing customer information and allows for deriving analytical insights that delivers measurable business benefit in a quick & easy to use fashion.

**Technologies** – Informatica, HDP, Hive, Pig & Spark, Shell scripts, Custom UDFs, GreenPlum, BO reports

**Key Responsibilities & Achievements**

* Worked with various client groups like Marketing Directors & Sales team to define roadmap and help discover the Key KPIs as in terms of **Customer Life Time analytics, Behavior analytics, Customer Risk/value analytics** and **Customer Interaction channel analytics**
  + Led a cross functional teams across Amfam FTEs and other vendor companies. Managed an onshore-offshore peak team of 15+ employees on this project.
  + Along with PM responsibilities, led effort of preparing **customer linkage** data, preparing **flattened data sets**, performing **Data Curation**. Identified various types of **Consumption patterns.** Managed Business layer reporting through BO & Tableau report
  + Led efforts of conducting **ETL Flow** definition, **Data feed** delivery and Cross reference data to present a **Customer Unified view**
  + For Data Curation assisted with guidelines on identifying **Key columns** for joins, handling **data exception** scenarios, **data sufficiency** needs, handling of **nulls** and building explicit flags for data refinement

1. **POLARIS Policy Underwriting Implementation** **Client** – Travelers Insurance

**Location:** Hartford, CT; Tenure Oct 2013 – Oct 2015; **Role** – Business Development Mgr./ Scrum Master

**Summary** - Polaris is custom product which caters to Policy underwriting & Account management for Management Liability and other Bond & specialty products. This single product is widely used across USA and generates the largest premium for the Business unit. This project dealt with completing strategic enhancements & introducing new products & capabilities which would provide market edge over competitors.

**Key Responsibilities & Achievements**

* Worked as Business Development Mgr. and in parallel as Scrum Master/ Product Manager to manage multiple AGILE teams. Used **Rally** tool to create and manage product & Sprint backlog and Iterations
* Led multiple enhancements which involved building specific Data marts and defining ETL processes
* Responsible for organizing & chairing meeting involving **25+ cross-functional team members** and conducting weekly review sessions. Defined **multi-year roadmaps** and release plans
* Proactively identify project and **program level RISK** & present to PMO with mitigation plans
* **Improved** **documentation quality** via introducing several tools, quality control checklist and process improvements which resulted in negligible production defects due to requirements
* Successfully improved the velocity of team **by over 40%** over this time period which helped in meeting critical deadlines and reducing time to market for product rollouts
* From a zero-backlog status at the start was able to work with Product owners to build a **sustainable product backlog** which helped in continuous engagement of development & QA team

1. **E- Business ERISA Implementation and Claim Analytics**  **Client** – Travelers Insurance

**Location:** Hartford, CT; Tenure May 2013 – Sep 2013; **Role** – Business Development Mgr. / Sr. Consultant

**Summary** - Leverage Existing E-business platform for allowing **Straight Through Processing (STP)** of a new product ERISA. Objective was to reduce time to market, ease of business for agents and exploit incremental revenues. This also involved analyzing **historical closed claims data** and understand how the claim handlers had performed. The business objective was to find current inefficiencies, reduce claim handling time, improve customer satisfaction and identify key parameters to improve overall process

**Key Responsibilities & Achievements**

* + Obtained detailed understanding of **ERISA** Federal regulation and prepared **Work Break down structure** to defined scope of each iteration by working closely with project team
  + Conducted several rounds of user interviews, focus group discussion, with wide variety of audience like agencies, **VP, 2VP, Claim Professionals**, SMEs, claim auditors to identify capabilities
  + Managed team to analyze multiyear historical claims data to understand correlations and parameters which were used in deriving critical KPIs for implementing **claim analytics**
* Thorough impact analysis helped in leveraging existing modules with minimum rework to support the new product which resulted in **lowering initial spending estimates by 20%.**
* Completed delivery of project within strict timelines which helped **achieve business goal of early time to market.** This led to receiving several accolades from end users citing – ease of use & streamlined business process

**Employer – Infosys Ltd.** – **Sep 2004 – Jan 2012**

1. **Multiple Consulting Engagements** **Client** – Cummins Inc.

**Location:** Columbus, IN; Tenure Apr 2008 – Jan 2012; **Role** – Business Consultant / Project Manager

**Summary** – As part of Cummins Corporate group, managed global initiatives, provide consultancy for COTS & SAAS projects customizations. Managed implementation of multiple web based projects.

**Key Responsibilities & Achievements**

* Successfully led a high visibility COTS implementation project **monitored by Cummins CIO**, data for which had to be **reported to Federal EPA** and the failure could have resulted in huge penalties.
* Participated in strategy definition, defining **Annual Operating Plan (AOP)** goals & plan roadmaps
* For **Corporate Risk Insurance** acted as consultant to analyze requirements on **Property risk assessment** (allocation reports – What If GAP analysis), Property value tracking, and replacement costs. Workers’ compensation (data reposting to Federal & state government), GL claims Property claims
* **Corporate Communications** – Consultant for new modules developed in MyCummins (Cummins Intranet) and several internet based sites like Cummins.com.
* **Saved approx. $60,000 licensing costs** annually by analysis of system usage and allocation of user licenses for SAAS based Global Risk Insurance applications.
* Helped the **migration of claims database** hierarchy for entire Cummins Workers Compensation department for the past 30 years and retired legacy applications
* **Saved approx. 3 months** of person time by integrating and automating data from different vendors and automating the Premium Allocation Report. This is the most important report for Cummins Risk Insurance department and what IF analysis developed helped Cummins in substantially lowering its property premiums.
* **In a span of 8 weeks** formulated the draft, floating and evaluation of RFP for a product to be used by Cummins expats and travelers worldwide.

1. **Web Based Development Projects** **Client** – Chrysler LLC

**Location:** Auburn Hills, MI and India; Tenure Sep 2004 – Mar 2008; **Role** – Developer / onshore lead

**Summary** – Implement Java, J2EE based web development project using Struts & DB2 database for Chrysler HR Department to manage worker’s contracts and renewals

**Key Responsibilities & Achievements**

* Interacted with Chrysler HR Directors and led the web development of a Web J2EE project
* Project was delivered on time and received **Applause** and **BRAVO** awards for the implementation. The customer was extremely delighted and granted a similar project for their Canadian subsidiary

**Technical Summary, Certifications and Skillsets**

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| Key Certifications | * Project Management Professional – By PMI, USA in 2015 * Associate in General Insurance (AINS) 21 – By The Institutes, USA in 2014 * Certified SCRUM Master – By Scrum Alliance, USA in 2013 * CC 21, Domain certification for P&C – By Cognizant, USA in 2012 * Chartered Financial Analyst (Level 1) – By CFA Institute, USA in 2011 |
| Project Execution | * All phases of Waterfall, Agile, Kanban. * **Microsoft products** - Project, Excel (Pivot tables, formulae, macros), PowerPoint, Visio, SharePoint, VSS, Project Planner (MPP) * **Tools** - Rally, Clarity, JIRA, Microsoft Project, TFS |
| Big Data Skills | * **Data Ingestion** – Sqoop, Attunity replication, Flume, Kafka, Informatica, * **SQL Interfaces** – Hue, Apache Drill, Phoenix, Presto * **NoSQL DB** – Hbase, MongoDB, MarkLogic * **Data Processing** – Pig, MapReduce, Hive, Spark Streaming * **Distribution** - Hortonworks Distribution ; **Scheduler** – Autosys, Control -M * **Data Security** – Ranger; **Cluster Mgmt.** – Ambari; **Data Lineage** – Atlas * **Data Visualization** – Cliqview; BO Reports , Tableau |
| Cloud Concepts  Machine Learning External Data | * AWS – Knowledge of EC2, S3, CDN, Storage gateways, Route 53, Amazon Redshift, Aurora * **Languages** – Python, R ; **Regression** – Simple, Multiple, Polynomial; * **Data Classification** – Logistic regression, Naïve Bayes, Decision Trees, * **Data Clustering** – K-Means; Hierarchical Clustering; * **External Data Sets** – Acxiom, Clarabridge, Adobe, Maritz, Xactimate, Lexus Nexus |
| Databases Testing & Web Dev | * **Web development** – Java, J2EE, CSS, HTML5, Struts, XML, Eclipse * **Databases** – Oracle; SQL * **Testing** - HP Quality Centre, Rational Clear Quest, Mercury Load Runner, Jest |

**Education Details, Accolades and Significant Contributions**

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| **Title of the Degree** | **College/University** | **Year** | **Result** |
| **Masters** - Post Graduate Program in Management  (**M.B.A** Specialization- Finance) | Symbiosis, Pune India | 2010 | First Class |
| **Bachelor** of Engineering (Specialization - Information Science & Eng.) | SSIT College, Tumkur, India | 2004 | First Class with Distinction |

* Developed Oracle APEX based solution to report Monthly SLA data for Infosys within Cummins account
* Managed monthly Invoicing process for Infosys and assisted in consolidation and reporting to Cummins Global sourcing
* Received several **On the Spot, Key Player, Most valuable Player, Knowledge Management Champion** award in Infosys
* Received several email appreciations, **Infinite Mile Award** at Cognizant
* Participated and won **Innovation Champion award** for Process innovation & cost savings in Cognizant
* Extensive knowledge on Equity markets, derivatives, Mutual Funds, ETFs and conducted several learning sessions within team and practice unit.