

# **Avinash Pendkar / Senior Product Manager**

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Sr. Product Manager passionate about improving the lives of people and customers by working closely to understand their needs and then transforming them into requirements, roadmaps, and successful products.

## **EXPERIENCE:**

### **Cigna - Franklin Lakes, NJ - Sr. Product Manager**

**Oct 2017 to Present**

- Launched a new order entry platform for Express Script (acquired by Cigna) that reduced order processing time from 40 sec to 8 sec, increased customer satisfaction, and saved \$2.0 M
- Led a machine learning (ML) product to automate and improve invoicing efficiency by removing the need for manual validation. This improved the processing time from 1 to 2 minutes to seconds; saved \$1.5M/yr
- Developed a product to manage caregivers and grew caregiver database from 10,000 to 50,000 within a year and simplified monthly Govt reporting
- Built a product to display drug interaction and allergies information reducing prescription processing time as well as manual errors by 50%
- Other Products managed with varying business and customer impact were reverse and rebill prescriptions, Home Delivery common intake, Order Completion, Therapy Management workstation (TMW), Machine-learning projects, and Pharmacy as a platform (PAAP)
- Effectively managed a diverse group of team members from the business, IT, and external service providers

### **Aetna - Hartford, CT - Product Manager**

**May 2016 to Jul 2017**

- Migrated 78 legacy services to IIB APIs and APIC that enabled Aetna's enterprise environment this increased productivity by 75% and saved over \$ 5M.

### **XL Catlin - Reinsurance - Stamford, CT - Product Owner**

**Oct 2015 to May 2016**

- Managed multiple projects cost ranging from \$200k to \$2M related to RDW (Reinsurance Data warehouse), for enhancements, upgrades, decommissioning of apps, Disaster Recovery, and security patches
- Led one of the programs with 13 agile teams (Scrum and Kanban) supporting the strategic goals of the portfolio. Accountable to meet client-related SLAs for incident & Problem management

### **AIG Data Solutions - New York- Product Manager**

**Oct 2014 to Oct 2015**

- Built a product for actuaries called iPAC (**Interactive Portfolio Analyzer for Casualty**) for determining pricing, which brought in annual savings of approximately 3 + million dollars
- Other Product Managed: Claims Map integrations; savings of \$2M, Consumer Analytic Dashboard; savings of 1.5M, Dashboard/Application marketplace, and Auto Dashboards; Savings of \$2.5M

### **Team Embedded Systems - Stamford, CT - Product Manager**

**July 2012 to June 2014**

- Responsible for gathering customer-specific requirements, Product Design, Product vision, Roadmap, goals, and plan development leveraging industry best practices and corporate standards
- Involved with resourcing, enhancement, and marketing of Parking Guidance Systems, Parking Management, Fleet Management, Embedded and Real-Time E-Commerce Solutions for embedded systems
- Effectively managed 3 teams consisting of 11 Developers, 2 UI designers, and 2 testers

## **EDUCATION: Nagpur University MDS, Nagpur University**

**CERTIFICATIONS:** Certified Scrum Product Owner (CSPO), ICAgile Certified Professional – Agile Coach (ICP-ACC), Certified Scrum Master (CSM), SAFe Agilist (SA), Certified Team Kanban Practitioner (TKP), ITIL Foundation, Certified Project Manager

**TECHNICAL VALUE/ADDED LEADERSHIP:** Jira, & Confluence, facilitated workshop & agile boot camp, Team Building & Mentoring, Client and Vendor Management, PMO Development & Improvement, Infrastructure & Application Project Management, Risk Management, Cloud Computing, AWS, Azure, Google, e-Business, ROI Analysis, BI, ETL, Data Visualization, UI/UX, Mockup (Wireframe Design )

**LANGUAGES:** English, Marathi, & Hindi

**Work Authorization:** US Citizen