ABHINAV

Senior Software Engineer | 11+ Years of Experience | US Healthcare | AI/ML | Python | Cloud Computing
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EXECUTIVE PROFILE

- IT consultant with 11+ years of experience in US healthcare, claims processing, and automation.
- Expertise in AI/ML, cloud computing, and digital transformation strategies.
- Skilled in designing scalable solutions and optimizing workflows for enterprise applications.
- Proficient in SQL, Python, Java and Kubernetes for system integration and automation.
- Led multiple end-to-end system migrations and process enhancements.
- Strong background in claims adjudication, compliance, and regulatory reporting.
- Experience in modernizing legacy applications to real-time processing using Agile methodology.
- Recognized for automation excellence, innovation, and process improvements.

TECHNICAL SKILLS

- Programming Languages: SQL, Python, Java, Unix
- Tools/Platforms: FACETS, Git/GitHub, VS Code, Jupyter Notebook, IntelliJ, PyCharm, Airflow, Open Lens, SQL Developer, DBeaver
- Databases: Oracle, PostgreSQL
- Libraries/Frameworks: Pandas, NumPy, Scikit-learn

PROFESSIONAL EXPERIENCE

Optum (United Health Group) | Senior Software Engineer   **Bengaluru, India | Since Dec 2017**
- SME in claims processing with end-to-end lifecycle management.
- Led AI/ML-based Smart Ticket Management project, reducing ticket resolution time via Random Forest Algorithm.
- Automated SQL workflows via Airflow DAGs, improving job execution efficiency.
- Assisted in migration of legacy claims processing applications to real-time processing using Agile methodology.
- Developed and deployed PL/SQL and Java-based fixes to prevent API failures and ensure seamless operations.
- Designed parallel extract processes for faster data generation, saving operational costs.

ACS Group | Client - Deloitte | Engineer-IT   **Bengaluru, India | Mar 2017 – Oct 2017**
- Conducted healthcare domain training for 50+ new hires.
- Performed data analysis and reporting for claims, provider, and enrolment systems.
- Led GAP analysis between legacy and modernized systems to optimize reporting solutions.

Cognizant | Product Specialist–Technical   **Chennai, India | Nov 2013 – Mar 2017**
- Designed and developed automated processes for HIPAA compliance and claims adjudication.
- Built and deployed EDI 278 authorization automation, streamlining healthcare workflows.
- Developed real-time web services for provider directory updates, reducing processing delays.

CERTIFICATIONS

- Google Cloud Certified - Cloud Digital Leader [July 2024]: Cloud Digital Leader Certification - Credly
- Machine Learning Specialization - DeepLearning.AI, Stanford University [September 2023]: Coursera
- MR Certified Level 3 – Professional, United Healthcare [September 2022]
- Facets Business Medical Associate Certification (FBAC) (TriZetto)
- Cognizant Certified Professional in Advanced HealthCare Management (AHM 250)

EDUCATION

- B.E. in Computer Science & Engineering (82.76%) (2009 – 2013) | R N S Institute of Technology, Bengaluru, India
- 12th (CBSE) (72.80%) | 10th (CBSE) (84.00%) | D.A.V. Public School, Patna, India

PROJECT HIGHLIGHTS

Smart Ticket Management   Python, Machine Learning, Kubernetes
- Implemented Random Forest Algorithm for intelligent ticket categorization.
- Reduced manual intervention, improving issue resolution efficiency.

Claims Processing Automation   PL/SQL, Java, Airflow
- Developed automated Airflow DAGs for SQL script execution.
- Enhanced claim adjudication performance, reducing processing time by 50%.
- Identified and fixed critical bugs in several codes which greatly reduced business impacts.

Parallel Extract Mechanism   PL/SQL, Unix
- Reduced extract generation time, optimizing downstream processing.

AWARDS AND RECOGNITIONS

- Bravo Award (Optum) – Recognized for process improvement and automation.
- Associate of the Month (Cognizant) – Awarded for automation excellence.
- University Rank Holder – 4th & 2nd rank in 1st and 8th semester, respectively.

ADDITIONAL INFORMATION

- Participated in GPT Hackathon, implementing NLP-driven Facets job self-healing.
- Passionate about AI-driven automation, cloud transformation, and healthcare technology.
- Avid sports enthusiast (Football, Cricket, Table Tennis).

PERSONAL INFORMATION

- Date of Birth: 25th March 1991
- Permanent Address: Sneh-Sadan, Road No. 6/C (South), Behind Arun Market, Gardanibagh, Patna, Bihar – 800001.
- Languages Known: English, Hindi