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Summary

Nikhil joined the Deloitte New York office as a Consultant within the Technology practice in 2011. Over the past eight years, he has worked on multiple modernization initiatives within the Healthcare industry, primarily in the Claims domain. His primary areas of expertise include facilitating visioning workshops with client executives, assessing future state capabilities required to realize business goals, working with Business to identify and document functional requirements, translating functional requirements to technical requirements, and leading Dev and Testing implementation teams. He has deep knowledge across all phases of SDLC and worked with both Agile and Waterfall methodologies.

Nikhil holds a Master's degree in Management Information Systems from Texas A&M University and a Bachelor's degree in Applied Electronics and Instrumentation.

Last Project

Functional Requirements Lead

Summary of Role: Functional requirements Lead, Dev Lead and Test Lead for Claims, Provider, Member and Product domains. Worked with the client executives, and business and IT leads to identify functional and technical requirements for a large-scale modernization and migrations initiative. Worked with the offshore Dev and Testing teams to plan and execute project activities. Coordinated the design and execution of test efforts across multiple phases and releases concurrently.

Duration: 2 years and 6 months

Industry: Life Sciences and Health Care: Health Plans

Client: National Health Plan

Details of Role:

- Conducted initial assessment to understand impact of modernization changes on each business domain
- Drove POC to validate solution approach prior to full-fledged implementation
- Outlined the technical requirements associated with consolidating stand-alone legacy Mainframe processing systems into the target platform
- Played Product Owner and Release Manager roles to lead Dev teams using a Scaled Agile Framework (SAFe)
- Coordinated test efforts for the program across multiple releases and test phases

Previous Projects

Assessment Lead and Test Coordinator

Summary of Role: SOA Governance Assessment Lead and Test Coordinator. Worked with the business and IT leads to assess the current maturity levels for Service-oriented Architecture (SOA) and establish the goverannce and operating model to attain high SOA maturity levels. Also coordinated the Integration Test effort for application and data services built

Duration: 5 months

Industry: Life and Annuity Insurance: Life Insurance

Client: Life and Annuity Insurance Service Provider

Details of Role:

- Assessed the technology landscape and processes to gauge the current SOA maturity level of the client across eleven areas
- Outlined the target SOA governance model, including the phases and processes in the service lifecycle and supporting roles, to attain higher levels of SOA maturity

- Defined the SOA operating model for the client to implement the governance model at the client
- Created a chargeback pricing model to define the structure and guiding principles to pass capital investment costs to external clients
- Coordinated Integration Test efforts for application and data services by working with the client QA team and offshore resources

Technology Lead

Summary of Role: Technology Lead. Worked with the State to conduct an assessment of their existing tax systems, identify maturity levels and gaps by comparing with desired future state, evaluate technology options and lay the roadmap for implementing the future-state Integrated Tax System

Duration: 7 months

Industry: Public Sector

Client: State Government

Details of Role:

- Assessed the technology landscape of the client systems to identify challenges and opportunities
- Defined the future state to meet the vision and compared with current state to identify gaps categorized by people, process and technology
- Evaluate multiple technology options based on established criteria to select the option most aligned with the vision
- Defined activities on the roadmap and prepared cost estimates for implementing the selected option

Implementation Lead

Summary of Role: D.LINX Implementation Lead. Worked with the State to implement D.LINX – a stand-alone, web-based solution that helps the state improve its delinquent debt collection by offsetting with payments

Duration: 1 year

Industry: Public Sector

Client: State Government

Detail of Role:

- Led functional requirement gathering sessions with the State
- Led functional development of the product by analyzing the technical and business constraints
- Led the business to technology mapping of requirements and transfer of final requirements to the offshore development team
- Developed system design specification documents, testing plans and training materials
- Developed training materials and conducted training session with the client for using final solution

Reporting Translation and Testing RCA Lead

Summary of Role: ICD-10 Translation Support & End to End Testing RCA Lead. Worked with the client business and IT teams to support the translation of reporting systems across Member and Provider domains into ICD-10 based codes and drive fallout resolution related to Cost of Care by serving on the core team

Duration: 1 year

Industry: Health Care and Life Sciences Service Area: Health Plans

Client: National Health Plan

Details of Role:

- Led offshore team in providing code translation support to the client and development of root case analysis models to analyze test data
- Developed a test strategy incorporating the vendors across five claims adjudication platforms by examining their internal test readiness dates

- Steered review calls with external Health Information Management Experts, business and technology teams to finalize ICD-10 based reporting systems

- Drove Cost of Care analysis work based on test data received from client claims processing systems to identify trends and patterns

Platform Stabilization Lead

Summary of Role: Claims Management Platform Stabilization Lead. Worked with the client business and IT teams to tackle production issues related to member accumulation systems post-implementation of a new claims platform

Duration: 1 year

Industry: Health Care and Life Sciences Service Area: Health Plans

Client: National Health Plan

Details of Role:

- Assisted the client in the identification of root causes and solutions for production issues affecting member accumulator balances
- Documented business requirements for each issue and develop weekly progress reports for project sponsors
- Supported the client manage a SharePoint site that tracks member issues and complaints, and track each issue to completion and outreach within the agreed turnaround times

Business Testing and PMO Lead

Summary of Role: Business Testing & PMO Lead. Prepared the client for ICD-10 compliance by addressing the planning and solutioning challenges that comes with integrating multiple impacted core admin and affiliate systems.

Duration: 8 months

Industry: Life Sciences and Health Care: Health Plans

Client: National Health Plan

Details of Role:

- Assisted the client in planning and monitoring the testing efforts across multiple phases, including End-to-End testing, Vendor testing and Financial Neutrality testing
- Assisted the project members facilitate a series of client interviews to gather information about testing requirements

Summer Associate

Summary of Role: Team member. Developed a cohesive global end-to-end ID card strategy that is aligned with the enterprise initiatives and considers marketplace needs and develop a set of recommendations and chart them on a roadmap with initial cost estimates

Duration: 2 months

Industry: Life Sciences and Health Care: Health Plans

Client: National Health Plan

Details of Role:

- Assisted in developing the overall context diagram for the ID card setup process for different kinds of accounts
- Developed a ID card cost model including estimates from multiple business units
- Performed research on emerging trends in the HealthCare industry

Previous Work Experience

Software Systems Tester

Summary of Role: Provided testing support to affiliated banks across South Asia, Middle East, Africa and Asia Pacific at the release level and assist with internal testing of tools

Duration: 3 years

Industry: Financial Services : Banking

Client: Leading global payment service provider
Details of Role:

- Analyzed real-time payment transaction issues for banking systems and provide solutions by looking at message formats and data fields
- Tracked customer host systems after the go-live to check for discrepancies and verify production statistics
- Implemented pilot e-commerce payment option for banks in India, Singapore and Phillipines

System Experience

- **General Tools:** Microsoft Office Suite (Advanced)
- **Software / Products:** SAP modules (Training only)
- **Development Tools / Languages:** C (Training only), C++ (Training only)
- **Hardware / Operating Systems:** Win 95/98/NT/2000/XP (Expert), Mac OSX (Expert), MSDos (Training only), Unix (Training only)
- **Middleware / Databases**: Tibco (Training only), MySQL (Training only), Microsoft Access (Project), Alteryx (Project)

Education

- **Master's Degree, Management Information Systems**
  Texas A&M University, College Station, TX (2011)

- **Bachelor's Degree, Applied Electronics and Instrumentation**
  College of Engineering, Trivandrum, India (2006)

Foreign Language Skills

- Malayalam – Native

Internal Deloitte References

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