***Professional Objective***

To work in a challenging and competitive environment and be viewed as a strong technology advocate providing robust and quality design solutions in areas Software Application Design / Development and Testing, Business Application Integration and Cloud enablement.

***Professional Summary***

* IT Professional with **20+** years of hands on technology experience in **Healthcare Payer domain**.
* Handled lead roles from **Technical Solution Architect** to **Development lead** for teams spanning 15+ distributed developers onshore/offshore
* Proficient in developing distributed applications using **Java, Spring, JMS** and **Mule ESB**.
* Sound understanding of Relational Database concepts (RDBMS) with working experience in **Oracle, Sybase, MS SQL Server and DB2**, Data Modeling and tuning complex SQL queries and stored procedures.
* Designed and Developed **high performance** and **scalable** solution addressing long term business needs to handle large volume of data.
* Good problem solving skills troubleshooting complex multithreaded distributed applications involving Java / C / C++ and disturbed middleware like CORBA, JMS
* Strong **Object Oriented Analysis** and Design skill with familiarity in OO languages including Java, C#, VB.NET, C++ and Delphi ( Object Pascal )
* Over **14 years of successful US Health Care Domain experience** and 9 years specifically across the various segments of UHG (United Health International, OptumInsight and UHG IT).
* Strong functional knowledge in US Healthcare domain working in projects involving **EDI, Claims processing, Benefit Administration, Enrollment and Consumer Driven Healthcare** (CDHP) systems.
* Exposure to production support and trouble shooting of syntactical mistakes in **HIPAA 837 Institutional and Professional claims** for a large clearing house.
* A proven technology specialist credited with multiple process and technology solutions implemented based on my recommendations and received excellent client feedback.
* Possess **natural ownership, technology skills** and have a solid track record of bringing **crisis situations under control**.
* Worked at different roles in distrusted teams with **onshore / offshore** model.
* In summary, a **self-driven professional with a positive attitude, excellent communication, client relationship, and technology skills**.

***Core Competencies***

|  |  |
| --- | --- |
| **Programming Languages** | Java, C#, Visual Basic, C++, Cobol, Pascal, Perl, PHP, Shell scripting |
| **Databases** | Oracle 8i/9i: - PL/SQL, Pro\*C, SQL\*Loader  Sybase 12: - T-Sql, Bulk Loader (bcp)  DB/2: - SQL Procedures  SQL Server :- T-Sql, SQL Management Studio  Interbase :- Stored procedures  MySQL :- Triggers / SQL |
| **Java** | ESB :- Mule 3.x, Sun Java JCAPS  Frameworks :- JDK 1.6, JMS, Spring 3.0, Spring JDBC, Spring Security, Spring Web Services, JUnit, Servlets, JDBC, JSP, Maven 2.x  Application Servers :- ATG Dynamo, Weblogic, JacORB, Tomcat |
| **Microsoft .NET** | Frameworks :- Win Forms, ASP.NET, ADO.NET, Web Services, IIOP.NET  Application Servers :- IIS 6.0 |
| **Middleware Tools** | Visibroker for C++ and Java  TAO CORBA provider for C++  JacORB CORBA provider for Java  MQSeries for C++, Sun JCAPS |
| **Hardware** | Sun Sparc, IBM RS/6000, Intel Desktops, IBM Mainframes |
| **Operating System** | Linux, Sun Solaris, IBM AIX, HP-UX, Windows 2008 Server, TSO/ISPF |
| **Other Utilities** | Reporting Tools  Seagate Crystal Reports 7.0, Brio SQR Reports, Quick Reports  Configuration Management  Subversion, Visual Source Safe, CVS, MKS Source Integrity, RCS, Rational Clear Case  Scripting Tools  Perl, K-Shell, bash  Build Management Tools  Anthill Pro, Cruise control |

***Educational Qualification***

* Master of Science in Mathematics from BIRLA Institute of Technology and Science,

Pilani, Rajasthan, India (1993-1998)

* Bachelor of Chemical Engineering from BIRLA Institute of Technology and Science,

Pilani, Rajasthan, India (1993-1998)

***Professional Experience Summary***

|  |  |  |
| --- | --- | --- |
| **Company Name** | **Role** | Period: Month/Year |
| OptumInsight | Senior Application  Developer | November 2010 – Present |
| Cognizant Technology Solutions | Senior Architect | June 1998 – November 2010 |

***Project Experience Details***

1. **Project** : Prospective 2.0

**Duration** : Nov 2010 till date

**Client :** OptumInsight

**Technology :** Mule ESB 3.x**,** Java 6, Spring 3.0, Oracle 10g, Tomcat

**Description :** Prospective 2.0 is a ESB based solution provided by OptumInsight to identify Claims Fraud and abuse by scrubbing them against analytical engines developed and maintained by OptumInsight’ s analytics team.

**Role** : As a **Senior Software Engineer** my responsibilities includes,

1. Functional enhancements in Java, Oracle, XML, XSLT for onboarding United Health Claims Highway, a new client.
2. Refactor Flows using Mule ESB 3.x / Java Spring best practices facilitating easy maintenance
3. Own and deliver ICD-10 changes for Prospective.
4. Port the Build process from CruiseControl to Anthill Pro and integrate Optum’s security scan process ( Fortify )
5. Address Security vulnerabilities identified during Fortify Scans
6. Played the role of a Scrum Master and successfully delivered Harvard Pilgrim Migration project involving moving of Prospective from Commercial to United Data center.
7. Developed a Web Services using Mule 3.x / Java 6 / Spring 3.0 / Jersey for delivering Claim Results data to external OptumInsight Payment Cycle Integrity applications like Detects, FCM and FOCUS
8. Migration of scheduled Jobs running on cron to Tivoli Work Scheduler (TWS ).
9. **Project** : Express Alliance Portal Development

**Duration** : July 2010 till Nov 2010

**Client :** Express Scripts (ESI)

**Technology :** Java1.5,Spring WebFlow 2**,** Spring JDBC,XML/XSLT**,** Oracle, Mule Open ESB

**Description :** Express Alliance is ESI’s initiative to integrate its clinical programs with multiple, large health plans efficiently. The scope of the current project is to automate the manual process used presently to capture actionable items for targeted opportunities.

**Role** : As a **Solutions Architect / Project Manager** my responsibilities included,

1. Understand Business Requirements, identify Gaps and resolve them with the Business Analysts and stake holders
2. Prepare initial assessment report, identifying the technology stack, effort estimation and schedule and prepare execution project plan
3. Coordinate review sessions with the Web Content Developers and Business to finalize HTML mock-ups.
4. Drive Data Model discussions to arrive at a normalized schema
5. Identify enhancements to be made to the existing Web service for managing opportunities and design changes to WSDL/XSD
6. Identify Existing web service contracts to get Drug, Patient and Claims information.
7. Participate in Project Status meetings and prepare Status Reports reporting issues, risks and dependencies.
8. **Project** : Automated Enrollment and Eligibility verification system.

**Duration** : February 2010 to June 2010

**Client :** Blue Cross Blue Shield of Rhode Island (BCBS RI)

**Technology :** JavaJCAPS**,** Oracle, Sybase, Mercator, Business Objects, Linux.

**Description :** As part of BlueTransIT initiative, BCBS RI is migrating their Managed care IT solution from Legacy IBM Mainframes to FACETS. The Automated Enrollment and Eligibility verification system is part of the BlueTransIT R2 release to migrate all small eligibility groups from the legacy Enrollment application to a new Java based system interfacing with FACETS.

**Role** : As a **Solutions Architect / Project Manager** my responsibilities included,

1. Reverse Engineer Business Requirements from existing COBOL based Legacy application
2. Conduct meetings with Business Stakeholders to identify new Business requirements and propose changes to existing Business Processes in alignment with the new solution.
3. Estimate work effort, plan resourcing and preparation of project schedule identifying milestones and external dependencies.
4. Prepared a process flow for the overall solution, identify appropriate technology platforms for the functional components and define their interactions.
5. Drive Discussions for Data model design and review High and Low Level Design documents prepared by developers.
6. Work with the BCBS RI ESB (Enterprise Service Bus) team to identify changes to existing contracts, adapting to the new system.
7. Designed a routing component to separate 834 enrollment feeds that should be processed in the new solution versus those that will continue to be processed by the legacy system.
8. Review of Java/JCAPS code for work flow components, Oracle and Sybase Stored Procedures for Business Logic and Business Objects Reporting components.

1. **Project :**  TRICARE enhancements to Provider Demographics

**Duration :** July 2009 to January 2010 **Client :** UnitedHealth Provider Network Data Management (NDB)

**Description:** UnitedHealth Provider Network Data Management (NDM) is accountable for physician, practitioner and medical group data integrity for all business segments within UnitedHealth Group. NDM is responsible for loading, maintaining and supporting Demographics, Contracting and Pricing data of physicians, hospitals and ancillary groups to support all Health Plans offered by United Health Group.

**Role** : As a **Business Analyst** my responsibilities included,

1. Identifying Business Requirements for Provider Demographics and Contracting for Network Data Management TRICARE initiative
2. Gap Analysis between provider related requirements defined in the TRICARE System, Operational and Policy manuals and NDM’s Network Database system (NDB)
3. Document functional enhancements to NDB to support TRICARE business, conducting brainstorming sessions with Business, System Analyst, Architecture and Technology teams.
4. Create Business Flow diagrams to capture operational requirements for gathering Provider Data, credentialing, loading, validation and error handling.
5. Identify changes to interfaces between Provider and Claims Processing systems, design new real time foundations calls to query Provider demographics and pricing data used for claims adjudication.
6. **Project :** UHI RIOS Windows Re-Platforming

**Duration :** June 2008 to June 2009

**Client :** United Health Group International (UHGI)

**Technology :** Windows Server 2003 / MS SQL Server 2005 / IBM DB2 9.5 / Visual C++ 2008 / ASP.NET / IIOP.NET / C# / Java / TAO / JacORB / Crystal Reports

**Description :** UnitedHealth Group International (UHGI) is the global arm of UnitedHealth Group, one of the largest and most diverse health care companies in the United States. Headquartered in Minneapolis, Minnesota, UHI brings UnitedHealth Group's wealth of experience, skills and tools to the international marketplace, which is seeing a dramatic increase in health care costs, demand and private markets to insure that for those costs. RIOS is an integrated software solution owned by UHGI for administrating managed care solutions for international markets.

**Role** : As an **Solutions Architect** my responsibilities included,

1. Proposing the strategy, tools and plan for migrating RIOS from AIX to Windows, support MS SQL Server 2005 and replace Visibroker with TAO CORBA framework.
2. Present the technical execution strategy for the migration to UHGI Technology group and senior management for approval.
3. Designed and developed an extension framework using C#.NET and IIOP.NET to facilitate web application written in ASP.NET to interact with the existing business logic in C/C++
4. Rewrote the existing Java API framework to work with JacORB on Windows interfacing with business logic in C/C++ using CORBA.
5. Managed a team of 15 associates (2 onsite and 12 offshore) for migrating RIOS (UHGI’s software solution for international payers) from AIX to Windows.
6. Delivery responsibility for the regular functional enhancements to RIOS.
7. Review weekly status reports, project metrics, identify risks/issues and bottlenecks faced by team during project execution and resolve them with assistance from UHGI’s business analyst and project managers.
8. Conduct monthly engagement review meeting with the UHGI’s senior management highlighting achievements, future milestones and project financials.
9. Review and present project proposals for new business solutions like Healthcare EDI 5010 and ICD 10 Implementations
10. **Project** : EDI Capabilities of Ingenix

**Duration** : Sep 2007 to May 2008

**Client** : Ingenix

**Technology** : Linux / C / C++ / PHP / PERL / MySQL / Java

**Description** : Ingenix Transaction Manager serves as a single, central point of control for routing and monitoring EDI Transactions. It increases administrative efficiency by minimizing paper claims handling (and related expense). Claims submissions can be fully automated and all transaction validation can occur up front, with built-in edits for all payer companion guides. By enabling rich, real-time electronic exchange directly with payers and other trading partners, Ingenix Transaction Manager can reduce payer rejections and resubmissions by more than 50 percent, while accelerating payments and lowering transaction costs.

**Role** : As a **Project coordinator** my responsibilities included,

1. Participate in knowledge transition sessions on exiting EDI solutions in Ingenix and the technology used to drive the products.
2. Troubleshoot issues and provide immediate / mid-term solutions.
3. Documenting Functional Specification of requirements and identify major change areas in the existing application, for the current product release.
4. Review of Detailed Design documents, source code and Test procedures prepared by team members.
5. Co-ordination with offshore team and managing delivery.
6. Co-ordination of change requests in requirements during the development life-cycle.
7. **Project** : Definity Health Production Support

**Duration**  : Apr 2006 – Aug 2007

**Client** : Uniprise Definity Health

**Technology** : Java, Oracle, Weblogic, Mercator, Linux, Windows

**Description** : Definity Health, a pioneer of consumer driven health care, was founded in 1998 and became part of UnitedHealth Group in 2004. The company is now responsible for creating and managing consumer focused health strategies across UnitedHealth Group’s business which includes account based plans such as Health Savings Account (HSA's) and Health Reimbursement Accounts (HRAs).

The scope of the project includes regular support activities of Definity’s software systems which include the DefinityHealth.com portal and 60 batch applications for processing eligibility, claims, benefit and plan information for members and sponsors.

**Role** : As **System’s Analyst / Service co-coordinator** my responsibilities included,

1. Plan, initiate, participate and document in the initial knowledge transfer process on key applications used in Definity
2. Perform minor enhancements and fix defects in Definity’s real-time HRA balance exchange utility developed with Java Messaging Services (JMS) implementation of Weblogic
3. Communicate and co-ordinate with service management of United (UNET) systems including TOPS. GFLX, Summary Check, MEDCO and El Dorado to resolve data and functional integration issues.
4. Work with Definity’s IT team to establish and follow standard Production support practices followed by United Health applications.
5. Perform in depth analysis of recurring problems, propose and implement changes to functionality reducing post implementation issues.
6. Initiate and participate in war room calls for slow response of the production portal, identify long running queries / table locks from application server logs and suggest solutions for quick restoration of service.
7. Conduct knowledge sharing sessions with team members (onsite and offshore) on key applications and regular support activities.
8. **Project** : RIOS Re-architecture and Maintenance

**Duration**  : Mar 2005 – Mar 2006

**Client** : UHGI (United Health Group International)

**Technology** : IBM AIX 4.3/5.1, Windows NT/2000/XP Visual C/C++, Visual Age (AIX)  
 C/C++, IBM DB/2 and CORBA services using Visibroker.

**Description** : RIOS is a flagship product developed by UHGI for claims management, implemented internationally in the Portugal and Hong Kong. The system is built on a 3-tier CORBA architecture using DB/2 for database operations, Power Builder for user interface development and SQR for reporting. The business logic is coded in C/C++ middleware servers on AIX.

The scope of the project involved re-write of the RIOS CORBA bridge layer and Database interface to increase stability and performance.

**Role** : As a **Project Leader** my responsibilities included,

1. Documenting Functional Specification of requirements and identify major change areas in the existing application, for the current product release.
2. Effort Estimation based of High Level Requirements.
3. Review of Detailed Design documents, source code and Test procedures prepared by team members.
4. Conduct knowledge sharing sessions with team members on important sub-systems like Enrollment, Benefits and Claim processing.
5. Technical Re-architecture of the application to address performance and scalability related issues.
6. Co-ordination of change requests in requirements during the development life-cycle.
7. **Project** : iCES Maintenance

**Duration**  : Jan 2004 – Feb 2005

**Client** : Ingenix

**Technology** : Intel Based Servers, IBM RS/6000, Windows NT/2000/XP. IBM AIX,   
 4.3/5.1, C#, ASP.NET, Visual C/C++, Visual Age (AIX) C/C++

**Description** : iCES is a Rule based validation engine developed by Ingenix Inc. (part of United Health Group), to address procedure coding related errors in Claim processing. It uses a flexible multi-tier architecture and is available in Windows and AIX. The scope of the project is to enhance the product with changing business requirements, fix existing defects, and provide solutions to critical errors (Level 1 defects) reported by customers within a 24-hour window.

**Role** : As a **Project Leader** my responsibilities included,

1. Estimation of Business Requirements.
2. Conduct Technical knowledge sharing sessions on various components like the GUI, Monitor, Rules engine and Database schema.
3. Review of Detail design for completeness and re-use of existing components.
4. Design, Code review and Testing of changes to iCES Web Client coded using C# and ASP.NET
5. Analyses of Critical errors (Level 1 defects) reported by end-users and provide solutions within 24 hours.
6. Setup of Build, Developer and Test environment on Windows and AIX
7. Articulate Configuration management and source code delivery strategy.
8. Resolve ad-hoc technical problems reported by developers during construction.
9. **Project** : Claims Manager Monitor Rewrite

**Duration**  : June 2003 – December 2003

**Client** : Ingenix

**Technology** : Intel Based Servers, IBM RS/6000, Windows NT/2000/XP. IBM AIX,   
 4.3/5.1, Visual C/C++, Visual Age (AIX) C/C++

**Description :** ClaimsManager is a state-of-the art expert system developed by Ingenix Inc. (part of United Health Group), to quickly analyze medical claims for coding errors. The purpose of ClaimsManager is to reduce the number of denied claims, and to ensure that the claims submitted are reimbursed for every legitimate service performed.

The Monitor is a central agent that processes claims from several input sources (GUI, MQ Series, Batch Loaders, Custom translators) by judiciously using rule-processing engines. The scope of the project is to rewrite an existing monitor in C++ using reusable object design patterns and address stability and performance issues.

**Role** : As a **Technical Project Leader** my responsibilities included,

1. Preparation of the Functional Requirements Specification document from existing C code base.
2. Coming up with a Detailed Object Oriented Design
3. Evaluation of Open Source libraries like Ace and Boost for platform/compiler compliance, stability and performance.
4. Provide inputs for project estimation and evaluate technical risks.
5. Assist team members in solving threading related issues
6. Preparation of coding standards document.
7. Writing makefiles to compile code on AIX and address portability issues.
8. Performance testing and solving problems related to performance.
9. Conduct training for members in C++, Oracle Pro\*C and reusable design patterns.
10. **Project** : RIOS Enhancements

**Duration**  : Sep 2001 – May 2003

**Client** : United Healthcare Group International

**Technology** : Intel Based Servers, IBM RS/6000, Windows NT/2000/XP. IBM AIX,   
 4.3/5.1, Visual C/C++, Visual Age (AIX) C/C++, PowerBuilder, Perl,  
 DB2 Stored Procedures, Visibroker for C++, BRYO SQR Reports.

**Description :** RIOS is a flagship product developed by UHCI for claims management, implemented internationally in the Portugal, Hong Kong, South Africa and Malaysia. The system is built on a 3-tier CORBA architecture using DB/2 for database operations, Power Builder for user interface development and SQR for reporting. The business logic is coded in C/C++ middleware servers on AIX.

The scope of the project involved application maintenance, address performance and stability issues in client installations

**Role** : As a **Senior Developer** my responsibilities included,

1. Initial analysis of project architecture, and environment setup at offshore.
2. Identify stability problems due to memory corruption using Insure++
3. Porting of the middleware code from Visibroker 3.x to 4.5
4. Design and develop a utility for gathering system performance, memory usage and Disk I/O to assist capacity planning.
5. Porting of Stored procedures from Sybase to DB/2.
6. Code and Design review for requirements.
7. Tuning DB/2 queries used in Brio SQR for reporting.
8. Conducted training sessions for team members in Brio SQR and CORBA.
9. Designed and constructed the instrumentation framework for profiling RPC usage and timings for tuning.
10. Traveled to Advance Care, Lisbon for system implementation and performance benchmarking.
11. **Project** : United Healthcare Rhapsody Documentation

**Duration**  : Sep 2002 to October 2002

**Client** : United Healthcare

**Technology** : Java, ATG Dynamo/Personalization Server

**Description :** United Healthcare had a requirement to produce technical documentation for their Rhapsody product in its entirety. Rhapsody was a web application that aimed to provide easy flow of information between providers and subscribers. The lack of proper documentation of the Rhapsody product affected its long-term maintainability. The scope of the project was to document all the functional and technical details of the Rhapsody product.

**Role** : As a **Team Leader** my responsibilities included,

1. Imparting Business Domain knowledge to team members
2. Task Scheduling and Monitoring
3. Co-ordination with Onsite.
4. Conducted training in ATG Dynamo
5. **Project** : Web enabling of Staffware eCRM

**Duration**  : June 2001 – August 2001

**Client** : Staffware Inc.

**Technology** : Java, Tomcat, Servlets, HTML, JavaScript, CSS, Microsoft SQL Server  
 database

**Description :** Marketforce is a CRM product offered by Staffware. The scope of the project involved web enabling of the existing client server product. To check response times, a customized load-testing tool was development to simulate 1000+ users performing different transactions outlined in an XML. The results of load testing was stored in a SQL Server database, and different statistics like the average, minimum, maximum response times were reported to the user in the form of graphs.

**Role** : As a **Team Leader** my responsibilities included,

1. Developed a load-testing tool using Java to measure response time.
2. Developed a user interface for load testing tool using Java/ Swing
3. Developed web based interface for load testing tool using Servlets/CCS/HTML and custom Java charting components.
4. Testing of web application against the existing client server application for functionality.
5. **Project** : VIPS MCSource Oracle Porting

**Duration**  : December 2000 to May 2001

**Client** : ViPS

**Technology** : Sun Solaris 6, WINDOWS NT, Visual C/C++ 6, Visibroker CORBA,   
 Sun Workshop C/C++ 4.2/5, ORACLE 8i.

**Description :** An Application Service Provider, VIPS, which provides service to the health care business like claims processing, fraud detection etc. MCSource is multi-tier data warehouse and decision support system developed by VIPS. The scope of project is to re host the warehouse available currently in Redbrick and DB2 on Oracle.

**Role** : As a **Lead Developer** my responsibilities included,

1. Impact analysis of compatibility issues between Redbrick and Oracle 8i
2. Identify a strategy to migrate existing code with minimal changes.
3. Designing and Coding a fast load utility using Oracle SQL\*Loader emulating Redbrick’s TMU utility.
4. Tuning of Oracle queries, using optimizer hit options.
5. Performance Testing and Benchmarking.
6. **Project** : Healthlinks POS

**Duration**  : March 2000 to December 2000

**Client** : Amfac, Australia

**Technology** : Windows NT, Borland Delphi 5, Interbase 5.5, Borland Database  
 Engine, Quick Reports.

**Description :** Healthlinks POS is a Point of Sale system with integrated inventory and stock management designed to assist pharmacies in Australia. The scope of the project was to re-engineer an existing Character based system on MS-DOS to GUI on Windows.

**Role** : As a **Lead Developer** my responsibilities included,

1. Requirements gathering and preparation of Functional Specification Document.
2. Detailed Database Design
3. User Interface Design and Review
4. Coding, Unit Testing and Code Review of business functionality modules.
5. Writing of re-usable UI components.
6. On-site client interaction during acceptance testing.
7. Writing external functions for Interbase for data formatting and validations using Visual C++
8. Training of team members in Delphi/Object Pascal.
9. **Project** : Corner stone Enhancements

**Duration**  : June 1999 – February 2000

**Client** : Strategic Technologies

**Technology** : WINDOWS NT, VISUAL C/C++ 6(MFC), VBA for Office 97,

Sybase SQL Anywhere

**Description :** CORNERSTONE is a Sales Force Automation application developed by IMS Health Strategic Technologies and used by Pharmaceutical Territory Field Representatives, District Managers, National Account Managers and System Administrators. It aids different levels of personnel in pharmaceutical companies to plan, conduct and track activities done on accounts in the market, in order to promote their products.

The scope of the project involved redesign of the User Interface from the existing MDI architecture to Splitter Window framework with Tab sheets, and provides support for embedding custom Active X controls with read/write options.

**Role** : As a **Team Member** my responsibilities included,

* 1. Analysis of UI Code

2. Coding of designed screen layouts using SDI Framework.

3. Coding to embed custom ActiveX controls supporting read/write operations.

4. Testing and peer review.

1. **Project** : Pharma Trend Reengineering

**Duration**  : September 1998 –May 1999

**Client** : IMS Health

**Technology** : COBOL, IBM Mainframes Tools (TSO, ISPF, JCL)

**Description :** PharmaTRend Deutschland is an application providing Market research reports, showing the selling patterns of the Pharmacy products in customer specific markets across Europe. The scope of the project was to re-engineer the system in order to provide faster and better information to the customers and handle increasing market sizes and the data volumes.

**Role** : As a **Team Member** my responsibilities included

1. Analysis of existing code
2. Coding in Cobol and peer-review
3. Unit testing and documentation.