

# DEEPAK GOVINDARAJAN

Senior Technical Product Manager, Optum Insight

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## OVERVIEW

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Dedicated Senior Technical Product Manager with 20 years of experience in product development, payment integrity, vendor relations, healthcare claims processing, property and casualty insurance and data analytics for compliance. Skilled in vendor management, translating company needs into technical initiatives to advance organization and processing. Expertise in building trust and collaboration with internal and external stakeholders. Focused on continuous improvement and employing technology to enhance proficiency.

## EXPERTISE

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Product Development | Product Owner (Agile) | Agile Methodologies | Website Design & Development | Strategic Planning | Customer and Business Operational Support | Training & Development | Data Analysis | Leadership Skills | Microsoft Office | Technical Documentation | Regulatory and Compliance Knowledge | Requirements Gathering | Quality Assurance | Communication

## CAREER HISTORY

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### Senior Technical Product Manager

**Optum Insight** | Remote, IL | April 2023- Nov 2024

*Cross functional position using the combined skills of a Product Owner and Product Manager. Building relationships between customers and internal businesses; identifying and evolving solution ideas into revenue generating applications furthering healthcare.*

- Built strong relationships with key stakeholders, facilitating communication between development teams and senior leadership.
- Identifying opportunities for improving quality and efficiency and participating in process improvement initiatives.
- Prioritizing and maintaining sprint backlogs for assigned products, balancing requirements for stakeholders.
- Effectively integrates activities between the product marketing, product management and engineering team.
- Coordinates the creation of product prototypes and mockups.
- Oversees products being built by the development and engineering teams.
- Proficient in organizing and utilizing Agile Scrum ceremonies.
- Mentored junior team members on best practices for product management, fostering a culture of continuous learning within the organization.
- Promoted a culture of continuous improvement through regular sprint reviews and retrospectives.
- Developed comprehensive product roadmaps to guide future development efforts and align with business objectives.

### Product Manager/ Product Owner

**Change Healthcare** | Lombard, IL | Jan 2020 - April 2023

*Worked collaboratively with customers and internal stakeholders to elicit, analyze, and manage requirements so product development teams could effectively deliver solutions that meet the needs of both Change Healthcare and the customer.*

- Worked in Agile environment and frequently reviewed the business needs, refined priorities, outlined milestones, deliverables, and identified opportunities and risk.
- Spearheaded efforts to integrate AI/machine learning technologies into existing products, boosting their value proposition in the marketplace.
- Ensured compliance with regulatory requirements through diligent documentation practices and adherence to industry standards.
- Translated product roadmaps features into well-defined product requirements including features, user stories and acceptance criteria utilizing INVEST principle.
- Collaborates with software developers to research existing business and system process.
- Assists in creating capital funding proposals and ensuring capital budgets/funding are on track.
- Managed backlog prioritization, ensuring alignment with business goals and stakeholder expectations.
- Enhanced product security measures, significantly reducing vulnerability to cyber threats.

## **Business Analyst**

**MicroExcel Inc** | Rolling Meadows, IL | March 2016 - Jan 2020

*Detail-oriented Business Analyst with extensive experience in delivering data-driven insights and strategic recommendations for clients. Proven ability to collaborate with cross-functional teams to identify business needs and enhance operational efficiency.*

- Gathered requirements for IT development projects by conducting interviews, leading Joint Application Development (JAD) sessions, and performing workflow and process analysis in collaboration with the operations team.
- Created detailed epics and user stories in Atlassian JIRA, defining clear acceptance criteria to ensure alignment with project requirements and enhance team understanding of deliverables.
- Converted and implemented existing business rules for claims decision-making into the Red Hat Drools rules engine, enhancing automation and accuracy in the claims processing workflow.
- Updated TRUCODE medical coding software quarterly with the latest custom weights from each state, enabling DRG analysts to perform clinical audits in ICD-10, ICD-9, CPT, and HCPCS codes.
- Developed procedures and templates for claim audits to ensure compliance with State Audit Regulations (SARS) and Provider Audit Regulations (PARS), enhancing the integrity and accuracy of the auditing process.
- Implemented Agile methodologies within project teams, increasing overall adaptability and responsiveness.
- Reverse-engineered existing logic in Oracle PL/SQL, Oracle Forms, and Reports to translate them into business requirements for migrating functionality to the Amazon Web Services (AWS) S3 platform, ensuring a smooth transition and alignment with cloud architecture.
- Developed and maintained Requirement Traceability Matrices (RTM) for each software change request, ensuring alignment between requirements and deliverables throughout the project lifecycle.

## **Business Analyst**

**Scalar USA Inc** | Rolling Meadows, IL | May 2013 – March 2016

*Results-focused Business Analyst with expertise in requirements gathering and project management, dedicated to delivering innovative solutions that enhance client satisfaction. Proven ability to lead cross-functional teams and manage projects that improve efficiency and achieve business objectives.*

- Gathered requirements for IT development projects by conducting interviews and performing workflow and process analyses with the operations team, ensuring comprehensive understanding of business needs and alignment with project objectives.
- Conducted feasibility studies, problem analysis, solution development, impact analysis, and design planning throughout the entire Software Development Life Cycle (SDLC) after gathering requirements from the operations team, ensuring effective project execution and alignment with business goals.
- Created a comprehensive design document that included screen designs, use cases, data flow diagrams, business processes, project scope, and necessary controls, ensuring clarity and alignment among stakeholders throughout the project lifecycle.
- Utilized Microsoft Visio to model business processes and develop use case scenarios, facilitating clear communication of requirements and enhancing stakeholder understanding of system functionalities.
- Prepared Knowledge Base Articles (KBAs) in Atlassian Confluence to educate end users on processes and best practices, enhancing user understanding and promoting self-service support.
- Coordinated with the operations team for User Acceptance Testing (UAT) sign-off and collaborated with the release management team to ensure successful deployment of the project in production, facilitating smooth transitions and user satisfaction.

## Programmer Analyst

**Vtekh** | Schaumburg, IL | Oct 2012 – May 2013

*Dedicated Programmer Analyst skilled in translating complex data into actionable strategies for clients in a consulting environment. Adept at problem-solving and collaborating with stakeholders to meet project goals.*

- Gathered business requirements and translated them into technical specifications for the development of application features, enhancements, and functions, ensuring alignment between stakeholder needs and technical implementation.
- Assisted in system testing and created comprehensive system documentation and user manuals, ensuring clarity and usability for end users while facilitating smooth onboarding and support.
- Acted as the liaison between business units, technology teams, and support teams, facilitating clear communication and collaboration to align project objectives and ensure successful implementation of solutions.
- Collaborated with developers and subject matter experts to establish the technical vision, analyzing trade-offs between usability and performance requirements to ensure optimal solution design.
- Performed gap analysis between existing systems and processes and the desired state, identifying areas for improvement and enhancement to optimize operational efficiency and drive business growth.

## Project Lead

**Syntel Limited** | Pune, Maharashtra, India | Oct 2004 – Oct 2012

*Strategic Project Lead with a track record of overseeing complex projects from initiation to completion, driving process improvements and delivering measurable results. Strong communicator with expertise in managing resources and timelines effectively.*

- Lead and manage multiple projects simultaneously, ensuring alignment with organizational goals and stakeholder expectations.
- Facilitate communication between project teams and stakeholders, providing regular updates on progress and addressing any concerns.
- Develop comprehensive project plans, including timelines, resource allocation, and budget management.
- Oversee the quality assurance process, ensuring all deliverables meet company standards and requirements.
- Ensure team members have the necessary skills and resources, providing training and support as needed.
- Coded requirements within the Universal Application Framework, ensuring efficient implementation of features and adherence to project specifications.

## ACTIVITIES

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SAFe Product Owner/Product Manager (POPM) Certification (2022) | Scrum Master Certification (2016) | Product Management Training | Allstate - Customer Award for Excellent Performance (2010) | Syntel - Strech Value Award (2006) | Volunteering | Assistant Coach, Schaumburg Athletic Association (2023 – Present) | Assistant Coach, First Lego League (FLL) (2023 – Present)

## EDUCATION

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**Bachelor of Computer Science & Engineering (BE):** Annamalai University | Chidambaram, Tamil Nadu, India  
GPA: 7.9/10