Naga Chaganti

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Professional Summary

Experienced IT professional with nearly **20 years** of experience, specializing in the field of architecture across application, solution, product, and enterprise domains. Over the past **7 years,** served as **Product and Enterprise Solutions Architect,** driving product strategy and transformation in the Billing and Payment and Enterprise Communications space. Focus on AWS adoption, event-driven and serverless architectures and aligning IT solutions with strategic business goals.

Recent Work at Humana

Led architectural evaluations and proposals including

- Next Button Solution Options focused on CDC, Temporal Capabilities Evaluation
- EDA Architectural Principles & Practices, ePOST Rx Modernization Proposal

Experience

Client–State Farm   Role–Enterprise Solutions Architect & Product Architect   Location–Bloomington, IL|2017 – 2024

Responsibilities

- Established a comprehensive product architecture roadmap for the Billing and Payment Communications business unit, ensuring seamless alignment with the overall business strategy.
- Led the product-centric architecture strategy to simplify and enhance personalized customer communication and streamline the end-to-end architecture.
- Collaborated with senior executives, Business teams, Agents to align technology strategies with business goals.
- Collaborated with third-party vendors, including cloud providers like AWS, to ensure adherence to best practices, quality standards, and cost-effectiveness.
- Led strategic initiatives to enhance customer experience and operational efficiency through innovative technology solutions.

Recent Achievements

Product & Enterprise Architecture

- Developed holistic strategy and architecture for the Billing and Payment Communications unit.
- Collaborated with enterprise architects and executives to align enterprise priorities and strategies with customer experience and competitive edge technologies.

Cloud Adoption, Migration, and Maturity

- Defined the contextualization and implementation approach of the 7R cloud migration strategy.
- Defined processes for cloud adoption, migration, and maturity, with a primary focus on AWS.
- Collaborated with horizontal architectural teams and business architects in defining event-driven architecture.
- Worked with data architects to set up a data-first approach in cloud adoption and migration.
- Partnered with horizontal architects and solution architects to define the serverless strategy.
- Contributed to defining FinOps enablement for the cloud platform.

Strategic Initiatives

- Orchestrated and developed the end-to-end architecture for the Text2 strategy in the Billing and Payment product space. Defined a rollout strategy for major business workflows, expanding from Text2PAY to include Text2BILL, Text2CONSENT, Text2RECEIPT, and Text2REFUND. Successfully executed the Text2PAY phase.
- Developed a strategy to streamline and optimize the end-to-end architecture for Company-Initiated and Customer-Initiated communications across all major channels (Email, Paper, Text, Push, Personal Video). This strategy aligned with business, technology, operational, and compliance requirements, considering diverse communication types, workflows, and intents.

Competencies Exercised

- Enterprise/Product Solution Architecture aligned with Cloud Adoption, Migration & Maturity.
- Product Architecture and Strategy. Solution Architecture, Event-Driven Architecture and Serverless Architecture.
- Strategic Initiative Execution, Business and IT Alignment, FinOps Enablement & Customer Experience Improvement.