

---

## E&I (Q2) 2019 Awardees Citations

---

## Team Excellence Award



## Team Excellence | A4me Blue Ocean

---

Blue Ocean is an application which provides micro services in the form of widgets to the host application.

Currently Blue supporting the following applications:

- ❖ ISET
- ❖ MIIM
- ❖ ICUE
- ❖ Rocket Fuel
- ❖ Premium Blend

Blue Ocean have completed successful deployments for the following work in this quarter.

### **Notification Buddy with ICUE integration changes:**

Blue Ocean team developed a flexibility in Notification Buddy to send SMS using different SMS manager accounts, which will allow user to send messages using program id's mapped in account other than default A4ME account.

### **OSO Migration for all Blue Ocean widgets:**

Blue Ocean team has completed OSO migration for 11 widgets and deployed everything successfully.

### **A4Me widget consent language changes:**

Blue Ocean team deployed consent language changes for A4me widget on ISET application.

### **HCA application:**

Currently Blue Ocean is working on HCA which is a batch processing application which uses Kafka for processing data coming from Upstream applications like B2B & generates data in the form of CSV for HCA client. For this we are processing 14 million records per day & the HCA release is scheduled to happen in the month of July.



## Team Excellence | BRMS Polaris

---

**Application**                      - **BRMS**  
**Punch Line**                    - **Brilliance is not an act, it's a habit**

- Implemented BRMS as billing platform for Oxford Polaris. This strategic implementation will enable all future LOB platforms migrating to Cirrus to use BRMS for their Billing.
- 13 member Polaris team has worked in following projects and successfully released to production in Q2
  - ❖ Polaris NY-NJ Individual Billing
  - ❖ Polaris Consolidated Billing
  - ❖ Polaris Full Launch Fast Follower.
- **Key Points:**
  - ❖ Polaris team has developed and tested 175 User Stories and 1056 tasks.
  - ❖ Team has enabled automated testing for 57 User Stories out of 81 automatable User Stories.
  - ❖ Team supported monthly production releases successfully.
  - ❖ BRMS is enabled to generate the invoice for NY-NJ Individual customers and also enabled to generate consolidated invoice for the customers who are boarded in both PRIME and CIRRUS.
  - ❖ Total boarded CIRRUS Customer Count in BRMS till date is 4,484.
  - ❖ Total CIRRUS Billed Revenue processed YTD is \$ 129,759,541.00
  - ❖ BRMS team has implemented CI/CD/CT in all the System Testing Environments to reduce the redundant numerous manual effort.

## Team Excellence | Doc360

---

**EDSS to Doc360 Migration Project:** EDSS/Doc360 Migration Project is a **Highly Visible Project** which aims at creating a New Framework of Storing UHG Document (**approx. 14 Billion Documents**) from various Upstream Applications. **Doc360 Application is a P1 Application.** 82 Data-Groups are part of this Migration Project and supporting **Going Forward Ingestion for 40+ Data-Groups from 7 Upstream Application.**

### Achievements

- ❖ **Development of Enhanced Platform:** Initially planned for Migration to Documentum; but a **Completely New Platform for Faster Ingestion - Elastic Search and RIO File System** and team took ownership of the same.
- ❖ **Took Responsibility of Solution Architect:** On Attrition of Solution Architect at US Location; India Team took this Role.
- ❖ Took the **Ownership of Application** Development and Testing from US to India Location under Srinivas Ramsagar.
- ❖ **Team Technical Skills:** Doc360 Team has been created at India Location from scratch and has Developed the Capabilities of Spring Java Framework, Elastic Search, HADOOP Approach, ATDD Automation, Jenkins Pipeline etc.
- ❖ **Received Various Recognition** received from Business and US Counterparts **for Commitment and Taking Ownership.**
- ❖ **Deployments Till Now:** 64 Data-Groups (**11+ Billion Documents**) already Migrated to Doc360.
- ❖ **Team Commitment and Hardwork:** Team has relentlessly worked on this Migration Projects with 10+ Hours of Daily Shift and Continues Weekend Support.

**Till Now 10+ Successful Deployments have been made so far supporting 11+ Billion Documents...**



## Team Excellence | E&I INFRA TEAM (DBA & Middle Ware)

---

### **MUDIT AGRAWAL says:**

On multiple occasions now has **Azmad** provided his able support to the Oxford team on critical issues - the very recent ones being the password issues with DSS\_LINK id and the performance issues with ODS jobs. Azmad has a very good knowledge of Oracle and always has a solution or recommendations for the issues but the best part is the patience with which he listens and tries to understand the problem and then genuinely works towards resolving them. We have learnt a thing or two about Oracle after being on war-rooms with him. Thank you Azmad for being so supportive! Its always nice working with you.

### **RAMESH SUBRAMANIAN say:**

Thanks a lot **Akansha** for the wonderful work you did for the OFIN Surcharge release into production successfully today. I really appreciate your patience and support you extended for this release to implement it smoothly.

### **ERNEST ABAD says:**

Thank you **Rama** for all your support that you have provided to ETS and ETSBE applications. You have built a strong relationship with the team and can count on you to perform scheduled tasks as needed as well as provide consultation to the team on issues. Thanks again for building this partnership with the team!!

### **SMARAN MISRA says:**

Hi **Rama** Big thank you for your effort last weekend to support 2 most critical jobs we had in hand. UMR restore and Stepwise Refresh. Even you were not on-call, you took the accountability as senior member of the team and took both the task to completion. Great example of your leadership and commitment. Keep it up!!

### **SIDHARTH SHAROTRI says:**

**Veera**, thank you so much for helping us with SQL related request and keep us in ahead of the game.

### **HARSHA VARDHANA REDDY RODDA SREE says:**

Thank you for being so flexible and extending your hours to fix the collation issue which was very critical for us. Its working as expected and we were able to move forward with next environment setup. Once again I really appreciate and thank your for support



## Team Excellence | Jaguar – UMR Portal

---

### Successful Release

- ❖ Team **achieved 100% successful release for R194 & R195.**
- ❖ **Zero down time** (No defects) deployments to stage & production.
- ❖ Team implemented the innovative idea of **form engine framework change** where users can set suitable skip forms.
- ❖ Implemented 100% EMS tracking of the application.
- ❖ Incidents counts are less than 2% for this application.

### Agile Transformation

- ❖ Aligning itself with organization wide role of moving to Agile, team has stepped into this arena, **achieved 100% penetration from Q1 2017.**
- ❖ The Jaguar team is the first team to implement **Kanban Story board** for team status.
- ❖ Team has set up history of **upward trending velocity** with utilization of 6.5 hours of engineering effort.

### ATDD implementation

- ❖ We are currently progressing with 100% in sprint automation from R195 onwards.
- ❖ This team has implemented best in quality ATDD framework in integration with Jenkin
- ❖ Implemented parallel execution even at scenario level and integrated with Sauce Labs which decreases the execution time drastically.

### Stakeholder Satisfaction

- ❖ The Onshore & Business is very appreciative of the team's qualitative delivery & speed. And now given responsibility to this team to initiate Regression Test Automation in Portals team.



## Team Excellence | Outliers

---

**Application**                      - UHOne2.0 Facets  
**Punch Line**                    - People really matter

- ❖ Outliers achieved a great milestone in successfully integrating with Payment Engine and other Applications
- ❖ True agile culture demonstrated by the team as there were no clear requirements and the team analyzed and remediated the issues in real-time
- ❖ 85% members Cross Skilled to play multiple roles in the team
- ❖ Below are the initiatives driven by the team in increasing our speed to market
- ❖ \$65k savings/year and testing time reduced by 99% by automating Onramp extract
- ❖ Increase Claim Auto adjudication rate by automatically loading Claims stuck in XC leveraging UI path
- ❖ \$46K projected savings by automatically creating the Institutional and Professional EDI files
- ❖ \$20k savings/year by implementing the POC for automating Facets Online Claims using Trizetto FXI
- ❖ \$40k saved from E2E Claims load automation
- ❖ \$200K saved from E2E/Regression automation .
- ❖ Technical debt reduction by Collaborating with Architects on the POC for kafka as messaging broker for Talend





## Team Excellence | TOPS - Mednec Clinical

---

- ❖ MedNec Clinical team has delivered quality projects worth **13K hours - 10 projects – close to 100 User stories**, along with multiple SOSs without any production issues
- ❖ Though the Team is dealing with multiple products (Authorization, Medical Necessities, RTA, Reimbursement Policy, COB, Medicare, Behavioral) as well as multiple product owner but still team managed to transform to a Product Team structure
- ❖ Team gained expertise to become a **Self-Sustaining scrum team** –MedNec Ninjas, which deals with RTA product, thus proving to follow **One Team** philosophy
- ❖ Team managed well to focus on SOS along with projects and managed to minimize the **SOS count to 20 from 40+**
- ❖ Business and product owners were always been positive and appreciative – **100% track record of User stories acceptance** on very first Demo
- ❖ There were instances, where team gave extra features to business – example COB Fix screen. Business was amazed with the commitment – high NPS
- ❖ Team developed Test data generator tool worth \$2M saving to extract test data from prod based on dynamic criteria – other team also want to adapt this framework in their apps as well

---

## Managerial Excellence Award



## Managerial Excellence Award | Anand Immidisetty

**Application** - TEI, CTD & Payment Accounting  
**Punch Line** - Thought Leader and Impeccable Delivery



- Anand is responsible for managing multiple Functions - Payment accounting, CTD & TEI. He is accountable for the work of 37 team members.
- Anand Identified multiple areas where resources spending good amount of time in executing daily batch cycles and came up with strategic approach to automate and also provided excellent technical support. Ex - E2E Batch automations in TOPS, COSMOS and Payment system & Standalone batch automations
- Team spending good amount of time in manual execution of adhoc Jobs in ITE's requested thru ALM's by testing teams and Anand took initiative and collaborated with multiple teams, provided thought Leadership and lead the efforts to implement by adding jobs to self-service tool. This enabled testers to run self-service Processes/jobs on their own whenever it's needed including weekend/holidays from a user-friendly GUI. This initiative by Anand has totally eliminated dependency on TEI team to process these jobs.
- Anand identified Productivity Improvement Opportunities with in team and initiated cross application training and executed plan very well. This initiative improved resource utilization, teams Productivity and also team got opportunity to work on multiple applications resulted in better work satisfaction.
- Above automations/Process improvements incurred savings \$330680 per annum and also resources were free from doing monotonous work
- He was successful in reducing 3 FTEs as a result of his thought Leadership in automating several processes and removing redundancies wherever applicable.
- Anand and his team were able to deliver 90% of the automation work independently which was a key to gain functional Leader's Trust and confidence on his team.
- Anand is always proactive in handling the demand and capacity and worked closely with the onsite management in demand and capacity decision making

## Managerial Excellence Award | Girish Velivala

---

- Girish is the Engineering Manager for Provider pillar
- He is the Lead for PRJ155221 Advocate Health CRE which is one of the strategic programs for E&I in 2019. Apart from standard mainframe coding, he had to venture into Java coding after a long time. He has built around 50+ java classes/POJOs so far to handle TOPS external/consumer calls to CIRRUS and PES APIs using JSON format for request/response
- Girish has also contributed immensely the in ICN Expansion project. Worked extensively in resolving initial major region issues with BTMQ, AUTO, one shots etc., which helped the teams to make progress and start testing. Worked both as Dev and SME for this project extensively. Girish 's pillar was the major contributor to this project along with SSMO team in terms of build/deliverables.
- PRJ143086 NDB Unlimited contract lines is another Ongoing and big project where he is working in multiple capacities
- Participated in Baker's Data Viz challenge and submitted machine learning models using R, along with presentation, on the data sets provided



## Managerial Excellence Award | Prem Tyagi – National Medtrans

---

- Prem Tyagi is SLO for Francis. Key App credentials for a new application brought by him are:
  - ✓ Average System uptime of 99.6% as compared to target of 99.5%.
  - ✓ 96% incidents(P3-P5) deployed within the SLA.
- Prem Identified/Analyzed the performance gap and implemented the optimization of services and functions resulting in direct AHT reduction
  - ✓ Get Future Trips : 14 Secs. (Saves ~ 2130 manual hours per year, ~ \$191K)
  - ✓ Trip Management : 9 Secs (Saves ~ 1369 manual hours per year, ~ \$123K)
  - ✓ Get Client Grievances : 10 Secs (Saves ~ 101 manual hours per year, ~ \$90K)
  - ✓ Smart Dispatch : 10 Secs (Saves ~ 2027 manual hours per year, ~ \$182K)
- 5 Stored Procs which are performing little low. 2 Stories in backlog and is implementing in June 2019. 1 min will be reduced in AHT per call



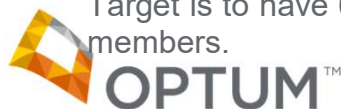
## Managerial Excellence Award | Santosh Yadav

**Application** - Facets UHOne

**Punch Line** - Going beyond...



- Santosh has proved his value for the overall Facets UHOne program and has transformed into delegate SLO role in no time despite being from relatively different technical background.
- As a DSLO he accomplished the following in a short span of time:
  - ✓ Built fully capable and independent application support team at offshore.
  - ✓ Driving any war-room during offshore hours with no onshore involvements (or minimal limited to admin tasks).
  - ✓ Key application support decision making during offshore hours.
  - ✓ Independent drove infrastructure cost reduction initiatives.
  - ✓ Transformed offshore team to independently drive infrastructure area at offshore.
- Established various lean processes within the team like transitioning change ticket creation, submitting TWS/VIP requests to scrum teams to reduce time to build/time to value. Implemented Raw Error Rate (true indicator to application uptime) for Facets UHOne.
- Performance of the application to the business users had been of real concern for few months. Santosh has initiated & coordinated with E2M team to build performance testing suite for top backlog items. Also he started building the performance testing (Load Runner) competency in-house to remove the dependency on third team in turn reducing the turn around time.
- Santosh has on-boarded 10 incremental new team members in last 6 months and set up a completely new functional team (High 5) which delivered a complex program i.e. provider load, a pre-requisite for claims (HPG2) go-live (biggest blue chip for 2019) on Facets UHOne platform.
- Despite being relatively new engineering manager for UHOne program, he achieved favorable manager effective index (MEI) of 83% and employee engagement index (EEI) of 81% last year.
- Coordinated with L&D team and multiple external vendors to build Onbase (very niche skill) competency at offshore. Target is to have 6-10 onbase qualified members at offshore which will help reduce our dependency on onshore team members.



---

## Transformation Champion



## Transformation Champion Award | Ankur Parashar

---

**Application**                      - Facets UHOne  
**Punch Line**                    - Reducing our tech debt footprint



- GitHub strategy set up and synchronization of artifacts through out ensuring efficient/quality deliverables.
- Actively leading reducing tech debt in the application running into thousands of \$\$\$. A few tech debt items have delivered and addressed based on business values associated.
- Conducted several knowledge sharing sessions with team on new technologies & advancements (Mule/Talend). Compliance as per architecture road map & standards for all critical deliveries.



## Transformation Champion Award | D, VinodKumar

---

<b>Application</b>	<b>- TEI</b>
<b>Punch Line</b>	<b>- Transformed ACT Claims intake criteria by implementing UFE-Modernization.</b>



- Vinod worked on UFE modernization for TEI –ACT.
- This was a complete process transformation as with the decommissioning of UFE & introduction of CPE our complete Claim intake process was changed. To cater this transformation, adequate changes need to be made to our TEI process.
- Vinod worked in a dedicated way to implement this UFE modernization to TEI. This involves lots of analysis and R&D. Small pieces were worked upon & later integrated to make this effective.
- This effort was very much appreciated by all the stakeholders & specially by onshore management.

# Transformation Champion | Prapulla B

---

**Application – Riptide – ISET + A4Me**

**Punch Line – Technical Architect, SPOC-Tech**



- Prapulla has played the Delivery Lead role for Advocate4Me Aqua team with great success and has also taken up the Technical Architect Role for ISET and A4Me teams with great success.
- Prapulla has led Openshift migration and guided Aqua team to prepare reusable templates to enforce best practices and standard across all widget and service implementations
- Prapulla has provided solutions to make CASPER flexible and more robust. Her idea, CASPER dashboard, which was implemented by team Aqua will provide feedback to business owners on user story compliance to CASPER and automation.
- Prapulla has mentored and groomed team Aqua on CICD, JPAC implementation and Openshift administration and development of microservices
- Prapulla has helped in resolving productions issues and proactive in providing required training across RipTide.
- Her technical prowess in Java full-stack, widgetization, micro-services and OpenShift has made her the go-to person, not only in the Riptide teams but also for other teams.
- In a gist, she is a true transformation champion for all Riptide teams.

# Transformation Champion Award | Siddharth Bhatia

**Application – EDMS/DOC360**

**Punch Line – Dedicated, technical and Motivated**



- Currently working as a technical project manager for the EDMS and Doc360 team
- Involved in many solution and design for enhancements of the DCO360 based on the business requirement
- Involved in making different components to be generic and DB driven for new doc class onboarding without any code change
- Involved in most of the business discussion for new project for DOC360 , for understanding their requirement and Providing them solutions
- End to end of grooming of most the team members for the transition from EDMS to DOC360 understanding both functional and technical
- Working on code level in the project as and when required due to extra load of work at times along with being a manager
- Major dependency of the onshore on me and my team offshore for solution and design
- As this project of DCO360 is mostly driven by offshore
- Designed a utility to onboard a new DOC CLASS on doc360 , where no effort of dev is required its automated and just requires 1 day instead of 2 weeks effort for 2 resources major cost savings
- No business escalation for both the project of EDMS and DOC360
- All projects of EDMS going smooth along with DOC360 transition



End to end coordination with business , team , SA for new requirements and project

**OPTUM**<sup>TM</sup>

## Transformation Champion Award | Suresh Kollu

---



**Application**                      - **BRMS DEV**  
**Punch Line**                    - **The Kohinoor Of BRMS**

- Suresh has been instrumental in BRMS Polaris Project deliveries.
- He has transformed himself as a Functional Architect from Quality Analyst.
- He describes the business requirement very well to make everybody understand and creates the functional process flow.
- He guides and provides inputs to the Functional Designers in a specific manner that the designers can produce the high standard design very quickly.
- He also reviews all the Functional Specification Documents to make sure there is no leakage from the business requirement prospective.
- He is having very good knowledge on existing process of BRMS and with this huge experience he helps production support team as well to identify the root cause of the issues in production.
- He supports QA team members to validate the scenarios and given input data during scenario execution.
- He is the SME for complete BRMS application.

---

## LIVE Award



## LIVE Award | Ananthula Yeshwanth

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Making the impossible possible



- Yeshwanth is doing a great job in leading the RockEnroll team
- \$100k+ potential savings from his Bright ideas on automated code review tool, Self healing data solution for Billing, Usage of Chatbot in Daily Activities
- Apart from 3 BI's of his own he is supporting other team members with 2 more Bright ideas
- 0 production issues on any of the work he has delivered till date
- He mentors the team and conducts multiple sessions on Facets, Talend etc. to enhance the knowledge of his team
- Go to person for any query faced by the team
- Ensures that the best practices are adhered to in the team
- Proactively identifies the opportunities in the application and making them happen
- Supports multiple scrum teams with their queries
- A full stack developer playing all the roles SA,DEV,SDET as required

## Live Award | CHALLA RAMYA

---

**Application**                      – **BRMS**

**Punch Line**                    –**The Pursuit Of Perfection**



- Ramya has worked on resolving highest priority tickets till date. She has not only worked on them, but have suggested quick workaround and solution to them many times to avoid business impact.
- She is one stop shop who can assist SRs team whenever they are stuck with their tickets leading to improve team's efficiency.
- Ramya not only works on the tickets assigned, but also checks on total impact of the issues to the system and resolve the issue across the system which has avoided huge revenue impact to the customers many times. She has been encouraging the team to follow the same approach to have better results to the application. One such example is identifying double billing customers before they get billed saving 2 million revenue impact to the customers.
- She is a good learner and grasps things quickly. She is capable to learn new things and relates it to functionality and have always been able to deliver things beyond expectations.
- She is proficient in BRMS batch, business knowledge and US healthcare domain knowledge.
- She has created good number of queries which save huge time In day to day activities which in turn result in quick turnaround time for the tickets.
- Ramya has motivated her team to submit and implement bright ideas which will save more than 100K dollar savings to the system.

## LIVE Award | Gagan Gupta

**Application** - DMS (EDMS / Doc360)

**Punch Line** - Dedicated, Enthusiastic and Flexible



- Gagan is working as an Assc. Software Engineering Manager and leading EDMS/Doc360 project.
- He has successfully implemented and delivered projects like TMS Migration, Provider Communication on Doc360 based on Documentum xCP 16.4 which are accepted and appreciated by Business / Onshore / Doc360 Product Owner. These projects are being showcased to other Business Team which is get more Business.
- He has learned and transformed his technical skills on Docker and Open Shift to support the transformation journey which helped us to build our Doc360 Documentum Infrastructure on Cloud and Docker based.
- He is continuously looking for ways to transform himself in other technologies to improve himself as well as guide other resources in this transformation. His contributions in the Jenkins CI/CD helped drive the E&I Goal speed to values 50% faster this year including adoption of ATDD, Gherkin Editor.
- He has been always available for any support that is required for any application working with DMS. He has been appreciated from business as well for putting in extra effort. He is very focused about his work and consistently strives for improvement in the value delivered. He has been **acting as a role model to the entire team in terms of delivery excellence, technology uplift & higher customer satisfaction.**

“Thank you for your contributions in driving the workflow migration from EDMS 6.7 to Doc360 utilizing the Open Text vendor product 2.3. Your continued efforts to look for better solutions to Provider Communication has been noted multiple times by the product owner while keeping all of this as “out of the box” delivery. I appreciate all your hard work Gagan and Vinay keep up the great work.” –**Suki El-Ali, EDMS Delivery Leader**





## Live Award | Gnaneswar U

---

**Application** – **AUP**  
**Punch Line** – **Dedicated, Proactive, Enthusiastic and Flexible**



- AMY TONG says:
  - ✓ I would like to thank Gnaneswar for always supporting the UW Operations team in requests in the ART Renewal tool.
  - ✓ His support was critically important to the success of the recently launched Renewal Automation Tool. His responsiveness and follow-up is commendable. I appreciate his partnership.
- Gnaneswar played a lead role in implementing ART Newton Enhancement. This automation brings a saving of around 1000 hrs/annum.
- Gnaneswar Own End to End responsibility of application which he start working.
- Along with his day to day deliverables he also mentor team while delivering the work.
- Based on need Gnaneswar wear Multiple hats (like System Analyst, Developer, project backups, Technical Lead etc.) and multitasking.
- He always look for opportunity to improve the process & remove the gap.

## LIVE Award | Navneet Bisht

---

**Application**                      - TOPS  
**Punch Line**                     - Innovative



- Developed first Chatbot for TOPS team, eliminating the repetitive and tedious task from the team's bucket.
- TOPS team used to manually take care of production claim deletion requests by collecting ICN's from multiple users and through various sources like Jabber/Email/ServiceNow tickets, placing them in a mainframe file which gets deleted by a scheduled OPC job.
- Navneet developed an interactive chatbot using nodeJS, bootstrap, javascript and natural language understanding. Now users can interact with automated bot to place requests.
- ICN's are collected automatically in mainframe file and ultimately get deleted.
- Automating this process with the help of chatbot will automate 15 requests weekly (**1 request having an average of 162 claims**).
- The Chatbot is deployed on Openshift and can be accessed by multiple users to place the ICN deletion request.

## LIVE Award | Pankaj Chaudhary

---

**Application – UMR Portal**

**Punch Line – Self motivated, Leading From the Front & Workaholic**



- Led UMR Portal Ops team from front and ensured YTD availability 99.98 %.
- Provided Leadership in various initiatives since start of the year & successfully achieved many milestones -
  - ✓ Launch of new service - UMR Ops Portal as separate service from UMR Portal in Feb 2019.
  - ✓ Completed DR exercise of OMMS and VA CCN Portal.
- Played Offshore DevOps Lead role & was accountable for major PLM efforts on below items -
  - ✓ Jboss 5.1 to Tomcat 8.1
  - ✓ EJB web services to REST
  - ✓ OpenCMS to File based system at Apache level.
  - ✓ MemCache and JMS to Redis
  - ✓ JDK 1.6 to JDK 1.8
- Completed CBA to reduce SQL server cost by around 2,500 K per year. Working on implementation of that.
- Application development:
  - ✓ Implemented Agile Scrum practices for Fox team in 2019.
  - ✓ Improved the velocity of Cobra agile pod in comparison to 2018 by 10%.
  - ✓ Improved customer relationship by having regular agile ceremonies for Cobra and Gorilla agile pods.

## LIVE Award | Priyam Kanhai

---

**Application**

**- SEG**

**Punch Line**

**- First Solves the Problem and then writes the code.**



- Priyam is one of the critical resource in SEG.
- He delivered the most critical tasks in the BIC and MIC Application(s) with more quality and performance.
- He worked in creation of 837 EDI(s), 834 EDI(s) Creation, and Benefit Code and Benefit Code Definition extraction in CCBIC which is one of the Critical requirement.
- He lead the team and trained in SSIS and created an SSIS package which can be integrated with DevOps (Jenkins) for Database Back Up and Restore Operations.
- He lead the Analysis Module in of CCBIC application and trained the whole team in improvising the process.
- He is also playing a key role in deployment process.
- He is one of the key member (team formed by leadership team) and contributed immensely in identifying couple of critical issues, solution and developed them.

## LIVE Award | Sandeep Mohanty

---

**Application**                      - **BRMS DEV**  
**Punch Line**                    - **Where to Begin, ORMB in DNA**



- Sandeep is leading all the project deliveries of BRMS from development team prospective.
- He has mentored and built very strong high performing BRMS Dev team with continuous guidance and support over a period of time. The entire team has received 30+ Bravo recognition in last one year from leadership team at onshore and offshore for their performance.
- He has led the BRMS development team in MN Fast Follower, AHP FMSI, Polaris NY-NJ Individual Billing, AHP Indicator, Polaris Consolidated Billing, AHP OH-MEWA and ACIS R3 Migration projects and these projects are successfully released to production without any post production defect.
- He revised the old process and setup new processes for the faster delivery and to handle complex scenarios like working on multiple projects in parallel.
- He has been instrumental in leading the CI/CD transformation and implementing the same in System Testing environment for all four scrum teams in BRMS Dev. Team is on track to completely implement CICD by end of this year in all the environments of BRMS.
- He and his team has presented the CI/CD implementation of build deployment in integration with ATDD through Jenkins to onshore stakeholders which was hugely appreciated by Leaders.
- He always makes sure High Performance is Delivered by the team.

## LIVE Award | Shankar Kunisetty

---

**Application**                    - UAT  
**Punch Line**                    - Passionate



- Shankar is the master mind behind creating a unique solution to ease feature file creation. He developed a feature file generator based on client server technology using Java script and hosted on Cloud.
- This web interface is a simple way to write feature files for 140 TOPS screens and very well integrates with existing ATDD Framework.
- This solution is greatly appreciated in various leadership forums as a modest way to reduce 60% of feature file creation effort which is ~ \$37K saving annually.
- Shankar is contributing towards TOPS automation maintenance activities by analyzing 20 projects to identify the steps/screens that can be automated through the ATDD framework.
- His COMET SME expertise has helped the team to plan and develop ATDD framework.
- He is instrumental in training the team and automating COMET regression suite which is expected to save ~ 80% of regression test effort.
- Shankar has been the go to person for not only COMET data needs but also resolves issues for COMET PLM and IT teams. Received multiple Bravo awards for his Performance and collaboration.

## LIVE Award | Shivam Satija

---

**Application**                      - **TOPS**  
**Punch Line**                    - **Distinctive**



- TOPS team gets multiple claim deletion requests through various sources(Jabber/Email/ServiceNow tickets) which was completely a manual process of collecting claims, placing them in a Mainframe file and deletion taking place through OPC job.
- Shivam developed the TOPS Chatbot to simulate human behavior and automate the complete manual process. Users can interact with the automated bot to place requests, ICN's collected automatically in mainframe file
- This resulted in Process Simplification, handling multiple users at a time, Data accuracy which is free of manual errors.
- He developed the Front-End using Botpress which uses React and Bootstrap. Integrated Mainframe with Botpress and Javascript. Made changes in Backend using NodeJS,SQLite, Natural Language Understanding and Mainframe. Deployed TOPS Chatbot in Openshift using Docker image.
- This Chatbot helped in automation of **15 requests weekly** (1 request having an average of 162 claims)

---

## Sustaining Edge Award





## Sustaining Edge Award | Krishna Patta

---

**Application** - AUP  
**Punch Line** - Dedicated, Proactive and Flexible



➤ AMY TONG says:

I would like to extend my gratitude to Krishna in providing excellent support and service on the Renewal Automation Project, that launched in June 2019. He was always responsive to user requests, asked questions when in doubt and was accommodating to service requests. I appreciate his kindness in responding and explaining questions about the process that I did not understand, and I had many questions!!! Thank you very much!

- Along with his day to day work, Krishna also supported the Daily Batch Monitoring along with addressing the incidents across AUP applications.
- He owned critical Monthly end to end & make sure it complete under SLA.
- Krishna proactively update Business with any recommendation & blocker.
- In a less span of time, he pick the work very well & now supporting each activity end to end being it Deliverables/ batch Support/ Incidents End to End.

## Sustaining Edge Award | Sreedhar K

---

### Application

- **VISION**

### Punch Line

- **Dedicated, Quick learner & Proactive**



- Sreedhar supports multiple roles based on situation for different task (like System Analyst, Developer, project backups, etc.) and multitasking.
- Sreedhar manage each project end to end single handedly & become SME for Vision System Back end part & Managed services .
- Sreedhar Enhanced the code which has improved Extract performance.
- Along with his day to day deliverables, he also automated Manual task which were performed by business, resulted in savings of about 30K\$.
- Apart from project work, Sreedhar is able to assist other team members when ever needed and is participating in resolving critical issues on the technical side and also assisting in efficiency tasks which ultimately reduces manual work. His efforts on SSIS Managed Services migrations are outstanding.
- Sreedhar Implemented code in a generic way to reduce future efforts, as well as his efforts to resolve complex issues and added value and were acknowledged & appreciated by Business.

## Sustaining Edge Award | Subramaniam Bala

**Application** - FPS  
**Punch Line** - Dedicated, Proactive and Flexible



SUZANNE WIREMAN says:

Thank you so much for your tireless dedication to our SBM Upgrade project. If you had not jumped in with both feet to help us achieve our goal, we'd still be spinning our wheels! We appreciate your collaboration, but more importantly, we appreciate your sacrifice to help us in the wee hours of the morning.

SILPHA REDDY says:

I wanted to give you recognition for all your hard work you have put on SBM upgrade effort. You have taken the time to help project team to implement upgrade on scheduled in production with out any hiccups even though the effort moved from other team to us in the last minute. It would have been extremely hard to implement it without your dedicated and hard work. Keep up the great work!

RAVIKUMAR SHUNMUGAM says:

Bala, I would like to thank you for all your support today for the SBM installation. Though you had to jump in to this without much background info about the application, you pulled it through on the fly and helped us for a successful installation. It wouldn't have been possible without your support for extended hours. I really appreciate your dedication and support. Thanks once again!!

- Identified root cause of 2019 enrollment issue and provided customized solution to business without engaging vendor which helps them to proceed with 2019 enrollment period.
- Also worked with Vendor on enrollment period issue and explained our custom solution which they will include in their next code drop.

➤ Played a Vital role & Mentor the team on Dental SQL migration project.



## Sustaining Edge Award | Shanmukha Kandula

---

### Application

### - Vision

### Punch Line

- Dedicated, Proactive, Enthusiastic and Flexible



LAINIE CALBO says:

Thank you so much for all of the test support you have provided on the Segment ID project over the last couple of weeks! Over 40 applications will be deploying this weekend, and we wouldn't be at this point without all of your efforts on preparing test data, sharing it with your integration testing partners, and test execution. You went above and beyond to get us to this point and your efforts are greatly appreciated by the Segment ID leadership team!

- Shanmukha worked Automation solution in Vision to perform Integration test automation for web services – which saves **72, 825 \$ per year**.
- He did enhanced interface feed file validations for new feeds, which **reduce the test execution time by 60 %**
- Shanmukha is been involving in automating the tasks/ scenarios where business is currently performing manually.
- Along with his current Deliverables; he in resolving critical issues & proactively help his team members when they need.
- He is playing a vital role in Implementing CICD for Vision Testing activities.

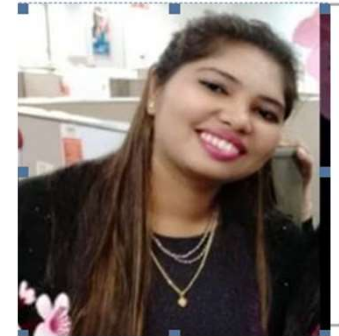
## Sustaining Edge Award | Anita Chauhan

---

**Application** - NMT

**Punch Line** - *There are no secrets to success.*

*It is the result of preparation, hard work, and learning from failure.*



As a Primary support for Frances app from offshore she is available 24\*7 for any War room situations. Many times she joined the war rooms in odd hours and rectified the issues She is actively involved in automation of VBFs in Non Prod and Prod both. She has fixed several critical Bugs via Hotfix and avoided the financial loss of approx. \$50K and a huge member impact was avoided too. She was involved in optimizing Stored proc - SP-USPGetCaller which contributed in reduction of AHT(average handle time) per call post Optimization : 22 Secs. (Saves ~ 2520 manual hours per year, ~ \$277K).

## Sustaining Edge | AISWARIYA RAJIYA LAKSHMI R

---

**Application – OMMS Portals**

**Punch Line – Proactive, Dedicated**



- Aiswariya joined OPTUM as a fresher and has been a member of the OMMS Portals team around 1.9 years as a developer. She has gained a great amount of knowledge on the UMR Portals side as well as for OMMS Portals development.
- Her high level of proficiency in handling her assigned tasks and communication skills between teams (to gather all requirements in order to complete and deliver all assignments on time), sets her apart from others. She is single go to person for OMMS portal configuration for OMMS lower environment.
- All of her deliverables are distinguished for their quality with zero leaked defects to production. Aiswariya, with minimal supervision has been productive from day one and has left a great impression on her onshore stakeholders on many occasions.
- Everyone is appreciative of her positive attitude as a scrum team development member, for the OMMS Portals team. She always applies herself and extends her technical expertise and assistance to other team members, at all times.
- Her recent contribution towards making Montana client impl. ready for 2 A release (August, 2019) was excellent. She has done multiple configuration related defect fixes on the fly.

## Sustaining Edge Award | Shreya Kasliwal

---

<b>Application</b>	<b>- Adaptive Portal</b>
<b>Punch Line</b>	<b>- Dedication and Performance</b>

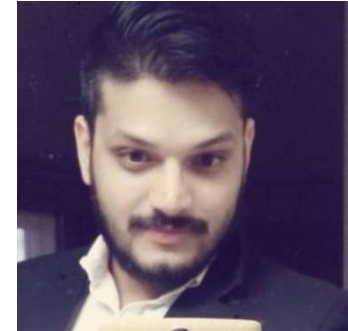


- Shreya Kasliwal has joined in Oct, 2015 for Adaptive Portal application and in last 4 years, she has gained good knowledge.
- She is successfully working as Tech Lead for Cobra and Gorilla agile pods.
- She has been actively involved in several critical production and security issues and also independently delivered several critical user stories without any defect like:
  - Resolved EIS vulnerabilities by implementing token methodology.
  - Worked on decommissioning the legacy web modules by removing the dependencies and implementing new solution in existing apps.
- She has been appreciated from business and onshore dev partners for resolving production issues with quick turnaround time.
- She is working as technical mentor for junior team members too.

## Sustaining Edge Award | Yogesh Balodi

---

**Application**                      - **UMR Portal (Data management)**  
**Punch Line**                    - **Proactive and Data agitate**



- Yogesh Balodi has been working for UMR Portal data management application and has gained sound knowledge on data management.
- Has been helping team in various technical and functional documentation.
- An independent contributor from requirement gathering to implementation in many data load process.
- highly admired by Onshore for collaboration, analysis, supporting team and resolving the data management issues.
- Apart from the regular work, he has been involved in providing solutions to better member experience and process improvement. Complex Nexus data load fixes were made by him which were a pain area in the provider directory business.
- He has been SME for All Savers data load and transactions. Yogesh has played a critical role in developing and making All Savers batch jobs stable recently.
- There are many examples where he extended work hours to support teams on project needs. Held responsible for SQL Schema moves from lower environment to Higher environment.



## Sustaining Edge Award | Prashanth Reddy Kadtala

---

**Application**                      - **Adaptive Portal**  
**Punch Line**                    - **Dedication and Performance**



- Prashanth is a committed resource and his contribution to deliver complex functionalities is highly appreciated.
- Prashanth is instrumental in implementing the new security type Windows NTLM authentication to connect HPDB service from UMR portal. Ensured NTLM authentication is coded in generic way so that it can be utilized/reused by others. He was also appreciated from Onshore for his efforts and quality of code.
- He is a key contributor in implementing the complex service functionality on PAD. He has also put additional efforts to meet the stringent delivery time lines.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- His proactive and collaborative nature in reaching out to the business and IT teams at onshore and offshore has contributed to reduce the TAT significantly and helped to increase throughput.
- His efforts on coaching and upskilling the fresher's helped to build quality team was remarkable.
- He has always extended his technical assistance to other team members as and when they required.

## Sustaining Edge Award | Jogesh Adari

---

**Application** - CPS UMR  
**Punch Line** - Instrumental, Quick, Dedicated



- Jogesh has been a key contributor for CPS UMR over past couple of years. He has developed remarkable analytical skills & is very dedicated team member.

He quickly mastered different areas of CPS and has delivered all projects with outmost quality – Worked for various projects in WOQ space areas in past few months for **very high quality** deliverables.

- He is playing an instrumental role in Designing the projects & actively collaborating with **PO's**. He has come up with a detailed analysis on **Universals** along with the design which helped both onshore and offshore in preparing the design plan.

He is hand picked by **Onshore numerous times for various projects** and would love work with him

- He is demonstrating ownership & accountability in **mentoring Jr Team Members** in the team on various ongoing maintenance activities (System Tests, Iterative Tests, DASD)
- Apart from his regular work, he completed **Big Data** trainings and instrumental in developing scripts for COBIS Paid Report
- He has worked on numerous tool development over couple of years and received good applauds
- Has received numerous Bravo's from Onshore for his excellent work

# Sustaining Edge Award | Sasanapuri, Sankararao

**Application – UMR EDI**

**Punch Line – *Dedicated & Excellent Performance.***



- Sankar worked as a standalone resource for UMR EDI application from offshore, handling many high visibility and critical projects in many occasions. He is a key contributor to complex deliverable, Database archiving/Deletion Process in Q2.
- Created a utility to auto generate DB script to perform DB Partitioning, Identity handling and Re-Indexing jobs. This tool can be adopted to any applications across OPTUM, as it can work on any DB. Currently program support SQL Server, but this idea can be utilized for my kind of Databases.
- Created one utility by using switching methodology to remove the identities from the existing tables which are having Tera Byte amounts of data in fraction of seconds, the same utility can be used in entire organization to save huge amount of time to rework the same.
- He is managing all gateway reporting system and entitled to provide a best solutions to business requirements. He has introduced, automation in reporting system where as regular subscription were failing to satisfy the business needs. This automation, started to generate analytics on Business data.
- Successfully migrated SQL2008 R2 to SQL2016.



## Sustaining Edge | Sushma Aytla

---



**Application** – Advocate4Me Blue Ocean

**Punch Line** – Full Stack, 24x7

- She was one of the active developer in completing a successful OSE to OSO migrating
- She helped team in setting up Kafka which is very new to whole team
- She received bravo from Mary for resolving a p2 issue in very short notice
- She was one of the active participates of a successful PI planning's and grooming
- She always mentors team when and where required
- She got appreciations from Ex-Product owners to current Product owners and Product managers
- Despite her regular works she always takes some time for Knowledge transfer sessions for team
- She supports other team when and where required and received a bravo from external architects
- She is always part of production deployments and is very quick in resolving any challenges faced.
- She gives detailed Demos to business, they are always impressed with the deliverables.
- She helped new a4me SSMO team in smooth transition by conducting good KT and supporting whenever required

## Sustaining Edge Award | Himanshu Sharma

---

**Application**                      - EQT  
**Punch Line**                    - Innovative



- Has done a great job to complete the feature of converting the EDI X12 files into Json files using DataKart EDI. Thus it helps to achieve the goal of 51% faster.
- Did instrumental job in closing all the High and Medium vulnerabilities within the permissible timeframe to make the EQT team 100% compliance.
- Implemented the Vision test data search across three entities Provider, Members and Claims which results in savings of ~ \$40K
- Has implemented the concept of Data catching into DataKart TDM for TOPS applications which is a big win in the innovation segment of DataKart TDM. This it helps to achieve the goal of 51% faster.
- He has played an instrumental role in providing training on Sonar Qube across different team and socialize Sonar Qube in a vast way.
- Done great job in Integration of EDI reference guide within DK EDI improves the capability of UHOne team's claim modification.

## Sustaining Edge | Sumit Jain

---

### Application – Advocate4Me Blue Ocean

#### Punch Line – Full Stack, 24x7



- Sumit is a senior developer in A4Me Blue Ocean project strong business knowledge on other A4Me applications like H2O, Rocket Fuel etc projects.
- He is the core developer and involved in designing and development of HCA project from scratch.
- His expertise on open shift made the OSO migration project on time successful
- He worked over weekends and late nights and this extra efforts made HCA and OSO project ready on time.
- His knowledge on application architecture supported team to build HCA application
- Sumit was involved in most of the code review's inside team and his very much effective review comments saved the product from future bugs and failures.
- Appreciated by Delivery Owner(Mary) for the work he is delivering & for fixing P2 issues.
- Got multiple appreciations from PO for his business knowledge.

## Sustaining Edge Award | Sarat Vaka

---

**Application**                - **A4Me Aqua**  
**Punch Line**             - **Never Say No**



- Sarat is an SME from aqua team and can take up any task or challenge on his way.
- Sarat is always the go to person from Aqua ion terms of development and also solutioning.
- Sarat played a vital role in the templates creation for OSO migration, which was later used by everyone under Riptide for OSO migration. This template made the OSO migration a cake walk.
- He quickly gained expertise in Aqua and became an SME in no time. He has the never say no attitude which helped Aqua with a lot of its critical deliveries.

## Sustaining Edge Award | Priyanka, Mittal

---

**Application**                      - **TEI**  
**Punch Line**                    - **Sustained Dedicated hard work**



- Priyanka handled the TOPS CCT runs (Both ZULU/QUIZ) very effectively without any escalations or delays.
- She worked with complete dedication on completing the ZULU PDR which involves full concentration & good collaboration.
- She responded to the user's queries very promptly & with the best possible information..
- She did the RCA for some critical issues & led to their resolution. For this she collaborated with Tech-Leads & QAs
- She trained other team member on ACT activities as per the project requirement. Apart from this she provided regular guidance to the junior resources in performing the various project activities.
- Priyanka was always approachable to all the teammates as & when required.
- Apart from handling the project activities, Priyanka is very proactive in detecting & suggesting any possible Gaps or scope of any process improvement.



## Sustaining Edge Award - PRASANTHI, YANAMADALA NAGA DURGA

---

**Application  
Punch Line**

**– BRMS  
– The Edge Is Efficiency**



- Prasanthi diligently worked on multiple areas like CSR, MMR, Batch Monitoring, ESOC Controls & Billing applications simultaneously.
- She has been appreciated by Business for maintaining the REJECTION count of CSR & MMR in 3 digit count which used to be 4 digit value always.
- She identified many critical and major defects in CSR & MMR. analyze and fix them permanently by raising the PRBs.
- She simultaneously maintained the ESOC controls application and ensure its smooth running.
- She successfully given the KT to Manila team for its smooth running.
- She effectively and pro-actively interacts with business, system analyst and other stakeholders for understanding requirements and capturing them in test scripts to ensure 100% coverage
- She ensures timely and quality deliverables for all her assigned tasks
- She effectively and pro-actively interacts with Business team, onshore counterparts for understanding requirements and capturing them in test scripts to ensure 100% coverage
- She has been helping the other team members for rejections related activities and its solutions.
- She was able to handle the batch continuously for three month without any escalations.

## Sustaining Edge – Prakash Pilli

---

**Application  
Punch Line**

**– BRMS  
– Because Health Matters**



- Prakash has worked on end-to-end batch process and take pro-active actions to prevent the batch abends.
- Actively participate to resolve the ACIS issues.
- Prakash effectively & proactively interacts with business team to resolve the high priority issues.
- Prakash has involved in end-to-end testing for few problem tickets.
- Actively participate to resolve the PRIME & CIRRUS issues.
- All the abends & incidents are closed with-in SLA.
- Prakash has contributed with 3 bright ideas bringing huge savings and helping better speed to get the results.
- He has gained good BRMS application and US health insurance domain knowledge.
- Prakash ensures timely and quality deliverables for all his assigned tasks.

## Sustaining Edge Award | Satish Mainali

---

**Application**                      - **BRMS QE**  
**Punch Line**                    - **Its not about Idea, It about making Ideas happen.**



- Satish has worked on In-Sprint Automation for RC project and performed really well. He completed automation of 4 user stories on CI/CD pipeline in short timespan.
- Satish has worked on ACIS targeted regression execution via Jenkins starting from Test Data Distribution till FTS Outbound as part of one click automation.
- He is Currently Involved in ACIS R3 migration project and completed execution of multiple scripts. Found 2 critical defects and ensure quality delivery.
- He is a quick learner and has been able to grasp BRMS functionality in a no time and delivered always beyond expectations.
- He has worked on ChatBot or DataGenie which have been designed for BRMS to create the test data customers by giving answers to the questions in a chat.
- He participated in QA-QE Transformation program and completed SDET certification .
- He has recently completed automation POC of VA project successfully and delivered in very short time span.
- He has gained good BRMS application and US health insurance domain knowledge.
- He has been helping many other team members for automation activities and solutions.



## Sustaining Edge Award | Yogesh Rana

---

**Application**                      - **BRMS QE**  
**Punch Line**                    - **He who sows virtue reaps glory**



Involved in In Sprint Automation as part of Polaris Bugatti and Ferrari Agile Scrum Teams. Successfully created automation scripts for 11 user stories covering 25 test cases. Found 2 defects during this activity and ensure quality deliverable. This automation reduced execution time up to 50% .

- He is currently Involved in ACIS R3 migration project and completed execution of multiple scripts for CIRRUS and Prime LOB's.
- Got accolades and appreciation from scrum master and product owner
- He has gained good BRMS application and US health insurance domain knowledge.
- Completed SDET Certification as part of QA-QE transformation program.
- Have strong technical skills related to different tools and technologies involved in automation scripts development and execution.
- Submitted one Bright Idea for process improvement.
- He has been helping many other team members for automation activities and solutions.
- Always finds an innovative and strong solution to automation needs of the team.

## Sustaining Edge Award | Mohit Badhwar

---

**Application**                      - **AllSavers**  
**Punch Line**                    - **Efficient , Hardworking and Innovative**



- Mohit has been leading the All Savers Regression Automation Initiative and he has been Reviewing and Consolidating the Manual and Automation Test Cases written by the QA
- Mohit has been able to Implement & Close on multiple Continuous Improvement Initiatives with an overall saving of approximately 175K+ dollars.
- Self Password Reset for Safes Users : Implemented the Self Password Reset Functionality to be available on Safes Applications where the users can reset there own password reducing 5-6 ticket per month potentially saving \$25,272 of efforts.
- Incident Influx Reduction : This was an initiative taken by Mohit to reduce the Incident Influx for the OM Team. Mohit had taken up a step forward to and did the analysis over the Incidents and clubbed them into one common bucket on the basis of various parameters like Application/Module/Feature that they belonged to & discussed with Business Teams for Priority. He collaborated with Scrum Teams to show them the Replication Steps and worked with them to find a probable solution. In some cases there were other teams involved like Broker Support , ECG and the Infra Team as well. This initiative taken by Mohit resulting in a saving of \$1,43,220.

## Sustaining Edge Award | Srikanth Kotnala

---

**Application**                      - **UHOne – AllSavers**  
**Punch Line**                     - **Dedicated, Collaborator**



- Srikanth designed & developed consumer centric 2019 Portfolio & Gatekeeper critical Blue chip project prototype architecture to review with Architect & Business. Srikanth has optimized technical implementation for better system performance.
- He has been instrumental in leading the Gatekeeper changes spread across two scrum teams and effectively managed team work to successfully delivery May release with SLA & Budget.
- Srikanth has played critical key member role for a vital May release. He himself proactively picked up critical requirement changes asked by Business during last minute & worked over weekend to successfully deliver defect free code. Srikanth in-depth technical & functional knowledge stand him above other team members.
- He has been appreciated by the onshore technical lead, Architect, Product Owner, Onshore Service Manger for his dedication, positive attitude, flexible & adaptable nature. He has received multiple Bravo's from Onshore Manager – Bob Rayhill, Dev Lead & Business team.
- Extended his support to OM team during US day time to resolve complex high priority issues & responded them with work around to ensure end users are not impacted & with permanent fixes to prevent them in future. He has been a all rounder across Dev, QA and OM team.

## Sustaining Edge Award | Apoorva Gupta

---

**Application**                      - UHOne2.0 Facets  
**Punch Line**                    - Discover what's possible



- Mentoring the team to achieve 100% automation by 2019 End.
- \$200K + saved from her E2E and Payment Engine automated solutions
- Exploring new tools and solutions for Test data automation
- Proactively identifies the opportunities and making them happen. She has created the End to End /Regression suite
- Has great coding knowledge and helps developers also in resolving queries 5. Always contributes to the innovation ideas and have implemented many ideas which has significantly reduced our time to build and time to value
- 0 production issues on any of the work he has delivered till date
- He mentors the team and conducts multiple sessions on Facets , Talend etc to enhance the
- Go to person for any query faced by the team
- Contributes to Development also along with Test Automation which allows her to play multiple roles in the team

## Sustaining Edge Award | Shashank Awasthi

---

**Application**                      - UHOne2.0 Facets  
**Punch Line**                    - Future thinking, now!



- Shashank is doing a good job in delivering his work with quality .
- He also mentors the team and shares his Mule knowledge and is Go to person for any Mule related queries
- Cross skilled and contributes to Test automation along with the development work and plays multiple roles in the Dev
- \$ 10k/year potential savings and enhanced API security by creating generic reusable authorization component created for Mule
- \$ 38k/year potential savings from the automated Mule code review tool he proposed and designed
- \$ 15k/year potential savings from XSD validations to be included in the enrollment applications
- \$ 10k/year potential savings from Jenkins build automation/scheduling instead of manually running it every time.
- Great team player who supports all the scrum teams with their queries



## Sustaining Edge Award | Srinivas Varanasi

---

**Application**                      - UHOne 1.0  
**Punch Line**                    - Challenging the Status quo



- Srini has been a consistent high performer in team from last 3 years. He always look for opportunities to add value to delivery. Apart from his contribution to critical projects he has been the key contributor in Application Optimization and Efficiency Improvement initiatives.
- As part of Technology Transformation, Srini re-engineered the UH1 PA-Trust Commerce Credit Card premium processing interface using MuleSoft APIs. He was very quick in learning about mule API development and understanding UH1 2.0 tech ecosystem. He coordinated with multiple stakeholders from business and IT to come up with new design approach to replace the existing .Net process with API approach. The earlier process used to run for Days and now it has been optimized to complete in minutes. Expecting \$50K annual savings from this change .

## Sustaining Edge Award | Abhishek Gupta

---

**Application**                      - **Facets Dental**  
**Punch Line**                     - **All Rounder**



- Abhishek Gupta has been working tirelessly on the Blue Chip program for Dental Upgrade. This is one project where we need to adapt, learn and deliver very quickly and you always came up with flying colors. His Facets knowledge is truly remarkable. By his expert knowledge on Sybase, SQL, Attinuity, SSMA, HIPAA and Facets we are able to make great progress on this Program so far.
- He has created a Niche in HIPAA Gateway set up and single handedly worked on setting up with SQL. His work on various jobs of Facets is commendable whether Core or Custom.
- Till now Abhishek Gupta has worked around 800+ Jobs and provided the resolutions on several challenges – Remediation, Servers Load balancing, FXI, HIPAA Gateway and Facets Core process.
- He is a good mix of Function and technical knowledge which is needed for Blue Chip programs. He guides resources in their day to day task, and as the occasion arises – rolls his sleeves and works side by side.

Outstanding effort! Thank you so much.



## Sustaining Edge Award | Sandeep Mahato

---



### Application

- TOPS

### Punch Line

- No compromise in delivering quality

- Sandeep Mahato is leading TOPS –with offshore QA teams of 14 associates
- He is the most experienced and one of the best QE in TOPS we have in team.
- He was instrumental in providing estimates for most of the projects irrespective of which pillar they are going to and what functionality it is related to
- Apart from handling own pillar, he is leading LOR as well as assisting other scrum teams
- He has mentored and built very strong high performing TOPS team with continuous guidance and support over a period of time
- He delivered critical projects like PRJ163928 NYReg62, 3 critical production issues from NDC projects and End to End testing of PRJ134906 EOP
- He has been excellent in delivering the multiple releases, coordinating with the multiple teams and bringing new resources up to speed on TOPS projects to ensure timely completion
- He has been instrumental in leading the ATDD transformation for his scrum team in TOPS
- Being a SME for TOPS, the issues and challenges faced by the TOPS team and integrated teams has brought quick resolution

## Sustaining Edge Award | Manikanta Srikakulapu

---

**Application**                      - **TOPS**  
**Punch Line**                    - **Dedicated, Analytical and Enthusiastic**



- Manikanta has been engaged in Critical Challenging Incident related issues and executed them Successfully without any fallout and always a step ahead in reporting the Business impact and risk of New release functionality
- DTR delivered for Q1 and Q2 deployment resulted in total 350K saving by reducing 2800 CPU Hours/Month
- His systematic Approach to proactively working with all portal application is really commendable during the Peak season.
- Claims were unable to finalize due to MQIC abend impacting 50 claims per week, he did exceptionally well in identifying the root cause and also provided a work around to resolve impacted claims with saving of 60K.
- Claims are abending and unable to Finalize having dummy payment provider market type number , He did good job working with multiple application and fix the issue resulting in processing of 40-50 claims abending per week.
- He Supported independently the critical production issues and remediation in extended hours in weekdays and Weekends



## Sustaining Edge Award | Shruti Mehendiratta

---

### Application

- TOPS Dev

### Punch Line

- Dedicated, Leads by Example and Proactive



- Shruti has been with TOPS for past 10 years now and is leading the Pricing pillar from OGS. Besides working with team on the critical EDI project she has independently taken care of projects like PRJ154404 Default PCT and other bug fixes in production
- Her continuous and strong team commitment with dedication for utmost quality is seen in all deliverables going live with releases. She is always on her toes to ensure smooth functioning of the team and timely delivery
- She creates and sustains a healthy team environment who works hard in bringing the team together and motivating them in completing the committed deliverables in time. Shruti believes in self-learning and creates a self sustaining atmosphere in the team to work independently and effectively
- She is proactive in bringing and handling any risks and critical issues beforehand
- Her initiative to get together the SOS and SA has resulted in effective discussions thereby helping in continuously keeping the pricing SOS issues under control.
- Shruti is the Security Champion for E&I portfolio and has been handling Internal as well as External ISO audits very well



## Sustaining Edge Award | Ravneet Kaur Hundal

---

**Application**                      - TOPS Dev  
**Punch Line**                    - Dedicated, Persistent and Supportive



- Ravneet has been part of the pricing pillar from beginning and is our go to person with respect to Facility claim pricing.
- She has been on the SSP EDI project also from beginning and has been independently handling critical enhancements for facility on closed/denied/recalled claims.
- She is flexible to work with and is always ready to take up challenging work. Ravneet believes in the fact the spreading the knowledge enhances it.
- She manages her work well and also supports and mentors other team members.
- Ravneet has got excellent communicating skills and coordinates with business owners, handles the Scrum calls and ensures defect free delivery.
- Besides managing deliverables, Ravneet selflessly takes care of other team bonding activities.

## Sustaining Edge Award | Atul Mittal

---

<b>Application</b>	<b>- TOPS</b>
<b>Punch Line</b>	<b>- Flexible &amp; Hard working</b>



- Atul's continuous contribution to key projects in provider pillar like NDB Unlimited contract lines and Advocate CRE is well appreciated by all stakeholders.
- On CI/CD front he is working on the Jenkins job for automation of code movement to Endeavor.
- Below is the commendation from Ken during this release.

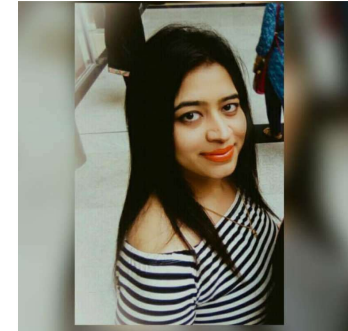
*KENNETH HENDERSON says:*

*For the Unlimited Contract Lines project, Atul was able to step in seamlessly and assume the development responsibilities when a key resource of the project left last year. His ability to absorb all the knowledge transferred to him and take up all the tasks needed for identifying changes needed in the NDB Contract Selection logic as well as any issues in TOPS help ensured that the project was able to continue as scheduled. Atul has also been instrumental in triaging and fixing SOS issues that are assigned to our pillar. His willingness to help was key in getting the TOPS ICN expansion project completed. During the early phase of the project there were abends that affected every transaction in TOPS. Atul help identified the issue was related to Assembler copybooks that were not identified as being impacted by the project and had not been updated in years. Working with the area's SME he updated the affected copybook and regenerated the necessary Assembler programs so that testing was able to continue. Additionally, he never hesitates to jump in and lend a hand when an issue is raised on any project. His insight and technical knowledge is appreciated by all his peers and I look forward to continuing to work with him on all the challenging projects that lie ahead.*

## Sustaining Edge Award | Kanika Koti

---

**Application**                      - **TOPS**  
**Punch Line**                    - **Making a Difference**



- With the new organizational updates, Kanika is a key member in TOPS Testing team and she is a highly dedicated, hardworking and flexible resource with great analytical and problem solving skills
- She has been SPOC for multiple complex projects like PRJ150233 Site of Care, PRJ161406 2nd Opinion Vendor, PRJ83223 CIRE projects etc. and has very good relation with our stakeholders.
- She consistently representing testing team in scrum meeting and proactively taken the ownership of the projects.
- As part of ATDD transformation, she has successfully automated authorization creation in AOI & TRI screens.
- She has played mentors new team members to bring them up to speed.
- She has worked round the clock and has given testing support whenever required.
- Her efforts have been much appreciated by Onshore Stakeholders



## Sustaining Edge Award | Ravi Kishore Murari Shetty

---



**Application** - **COMET**  
**Punch Line** - **Comet go to person.**

- Ravi helped to transform half of the COMET team from dotnet to PEGA that helped the organization to utilize the existing team instead of fresh hires.
- Ravi M has played critical role in driving the N-Series project under dev-ops collaboration that has identified around 69 defects with the saving of around 2.2 lakh dollars in the period of 3 months.
- He also worked on driving E&I Suspect Duplicate COMET Work Basket project dev-ops collaboration that has a potential to save 83K+ dollar savings.
- Ravi demonstrated excellent relationship with the team and other members of the other team as well.
- Ravi has motivated the team to raise 5+ bright idea's that resulted in the saving of more than 1 Lakh dollars and still have some BI in the pipe line.
- He played a critical role in moving the ICN expansion project into the production from COMET side with-out any critical post production issue's.
- Ravi M received multiple bravo's from the customers for providing the value to increase there NPS score , for exceeding the business expectations by simplifying there process, and always helping customer with there knowledge when-ever needed.

## Sustaining Edge Award | Sandeep Paladugu

---

**Application**                      - **COMET**  
**Punch Line**                     - **COMET GO TO PERSON**



- Sandeep played the critical role in implementing the CIC/CD for COMET application.
- In spite of facing major hurdles he successfully integrated Jenkins & Sonarqube by working day/night with both the teams.
- After successful implementation of CI/CD, COMET was able to push builds from April release.
- With this implementation of CICD in COMET we could save around 60 mins/per build which counts to an overall savings of \$4212 approximately which indeed is a fair count per a build push.
- He effectively worked for Provider Contract Defect Reduction tool which is an IT/OPS collaboration initiative from .Net side and worked proactively in remediating the defects.
- Maintains 100% availability. Identifies and resolves technical issues for team/business users.
- Sandeep has received multiple bravo recognition from the business for the suggestions & quick implementations he has done.

## Sustaining Edge Award | Basha Shaik Syed

---

**Application**                      - **EAS**  
**Punch Line**                    - **Displaying Excellence at Workplace**



- Basha is having vast experience in EAS his technical and functional knowledge always guides the team and effortlessly delivering the critical items.
- Basha was only accountable member for ML Dup check efforts which Auto adjudication rate improved for the DUP claims and daily ~ 90% of DUP claims auto adjudicated through this ML implementation in EAS application.
- Implemented REST in UNET application – Delivered new REST service using authentication and every claim processed in EAS need to hit this service to get claim basic information.
- Basha is worked critical CIRE project which required huge efforts of development with very tight deadlines.
- He is always reachable and extends his hours to support the CST hours as required for high priority deliverables from business.
- His dedication towards to assigned tasks to complete on time is always helps EAS deliverables.
- Business and IT counterparts recognizes and appreciate his efforts.



## Sustaining Edge Award | Singla, Vinay

---

**Application**                      - **DMS (EDMS / Doc360)**  
**Punch Line**                    - **Dedicated & Reliable**



- Vinay is **core member of DMS** team and playing vital role in delivering the Documentum xCP Workflow based applications from DMS offshore.
- He successfully implemented and delivered multiple project on Doc360 (Documentum xCP 16.4) platform like **Provider Communication** and currently working on **TMS Migration from OUCM to Doc360** which is appreciated by Business/onshore counterparts which gave confidence to get new Business from other applications.
- He did end to end Document migration for Provider Communications from xCP 1.6 to xCP 16.4.
- He has been upgrading his skills on Docker and OCP to support the **transformation** journey which helped us to build our **Documentum infrastructure on Cloud and Docker Containers**.
- He has been **appreciated by the onshore scrum master** for his dedication and commitment to complete user stories on time and delivered work to QE by working extra hours.
- He's working in CICD and ATDD initiative, which is necessary towards the **50% faster goal**.
- Vinay is **first point of contact** to resolve the issues that business has for his projects and very well appreciated by business and management.

## Sustaining Edge Award | Nirmala Y G

---

**Application  
Punch Line**

**– BRMS  
– You Can Do It I Can Help**



- BRMS is leading critical App – with offshore & onshore strength of 25+ associates.
- She has mentored and built a very strong high performing PRB team with continuous guidance and support over a period of time. The entire team has received 30 + (20+ monetary) Bravo recognition in last one year from leadership team at onshore and offshore for their performance.
- She has delivered 90+ PRB fixes for BRMS applications with excellent quality – there were zero major/critical production defects for BRMS applications.
- She has developed a Hibernate SQL Translator tool which led to significant time-saving of developers.
- She is one of the key members (team formed by leadership) and contributed immensely towards identifying several ideas which can result into huge cost saving.
- She and her team has worked in CI/CD implementation of build & deployment in integration with sanity testing through Jenkins to onshore stakeholders which was hugely appreciated by them.

---

## STAR Award



## STAR Award | Vamshi Mogili

---

**Application**                      - FPS

**Punch Line**                      - Responsible and Team Player



- Vamsi play a vital role for performing Dental Upgrade Testing , Com Component Testing and End to End Testing.
- Apart from his Project/QE work he is working on all FPS assigned Incidents on daily bases. And also working on Daily Maintenance Activities whenever required.
- Also Providing his support to EPIC Application as secondary resource on daily bases.
- Working to Automate CI/CD implementation for EBILL/Report portal/Forms Library
- He will be Key resource on implementing API automation for Rating and Product services.

## STAR Award | Ravali Eruvaka

---

<b>Application</b>	<b>- Vision Admin System</b>
<b>Punch Line</b>	<b>- Collaboration</b>



We have strict timelines to implement SSIS migration from legacy Managed Services to New Shared Services environment, there have been several packages that needed conversion and migration to new environment that brought along the responsibility of TWS jobs as well. This migration project involved extensive planning for ensuring that the outbound extracts from Vision (Financial extracts for Membership, Claims, COGS) , several FSA extracts as well. Ravali has made sure that the TWS jobs are migrated from old servers to new servers in timely fashion and has excellently collaborated with Dev team to plan tws migration in production environment.



## STAR Award | Harsh Bhargava

---

**Application** - SEG

**Punch Line** - Good code is its own best documentation. As you're about to add a comment, ask yourself, 'How can I improve the code so that this comment isn't needed?'



- Harsh is working as Java Developer
- He has transformed from Selenium SDET to Java Developer
- Harsh has designed DOC 360 solution which is well appreciated by team
- He has also delivered Auth and Referral solution updates which is used by business teams in bulk.  
Solution helped us to save .1 million dollar of Saving
- He has also enhanced PCOM one click solution to enable support for Multiple environments

## STAR Award | Chetan C

---

**Application** - SEG

**Punch Line** - A Good Programmer looks both the ways  
when crossing a one-way street



- Chetan is working as Java & Automation Developer in SEG Team.
- He has transformed himself from Automation resource to Java Developer and he had gained good understanding on SQL Queries.
- He is currently working with CCIC (CCBIC & CCMIC) Application and contributed a lot in delivering the CCBIC Application Delivery.
- He has also worked & delivered Claim Release Tool which had been used by Polaris Operations Team.
- He had played a key role in H2O Automation Scripts.

## STAR Award | MAYANK JAIN

---

**Application –**

**OMMS Portals**

**Punch Line –**

**Self motivated, Smart & hard worker**



- Mayank has been a member of the OMMS Portals team around 6 Months as a QA Engineer. He has gained a great amount of knowledge on the OMMS Portals and contributed in QA activities.
- He went out of his way to help other employees with their parts of the project. He was unfailingly cheerful, upbeat, and positive even when the team struggled with delivery dates.
- He was organized, efficient and worked hard on the right things. Team especially appreciated the his role in identifying portal related issues in different development environment.
- He joined organization recently but he picked up team activities quickly and started participation in team's important meetings and contributed toward timely delivery of assigned activities and tasks.
- Here is few recent task in which he led OMMS team
  - He has taken complete ownership of testing of a critical item for MT Client impl, for August release. E.g. EDI claim submission
  - Worked on test script creation and implementation of automation testing for omms portal.
  - Identified potential environmental issues and reported to development team in early stage.
  - Worked on QA tasks of claim Template forms, Claim submissions forms for quick claim filing and claim processing
  - Worked on QA tasks of Advance feature for Provider Directory for new client implementation.
  - Proactively and willingly self assigned tasks for teammates in situation of need and completed on time.

## STAR Award | Roshan J Shaik

---

**Application –** UMR Adaptive Portal  
**Punch Line –** Performance and Delivery Excellence



- Roshan shaik is committed resource. He has worked on large, complex project over the past several months on the Ops Correspondence project.
- Implemented a new feature like letter creation ,management, template creation and management as part of Ops Correspondence project .
- Independently implemented feature like communication and preferences options on account settings page.
- Added new feature like Breadcrumbs to both UMR & All Savers portals and implemented the same as bright idea which could save \$20000.
- Configured new email template "New communication about your health benefits or claims" for notifying the members where there is a new letter available for them. This will be triggered by the batch job.
- Got appreciation from onshore( Jamie) for dedication, hard work, technical expertise and assistance on UMR portal projects.
- Got appreciation from onshore( Wendy) for his contribution along with mentoring of newer team members.
- He has always extended his technical assistance to other team members as and when they required.



## STAR Award | Davinder Goyal

---

**Application** – **UMR Adaptive Portal - VACCN**  
**Punch Line** – **Performance**



- Davinder Goyal is committed resource and has shown high level of proficiency in handling the tasks assigned to him.
- He has put in additional efforts in delivering the complex tasks on the VACCN project
- His proactive and collaborative nature in reaching out to the business and IT teams at onshore and offshore has contributed to reduce TAT significantly and helped to increase throughput.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production
- Got appreciation from Mark for his efforts on VACCN Portal.
- He was involved in the mentoring and bringing new team members at offshore to pace with the understanding functional and technical front within a short period of time..

## STAR Award | Chiranjibi Mishra

---

**Application – UMR Portal-(BPO-OLE)**

**Punch Line – Dedicated & perseverance**



- Chiranjibi has joined UMR team in February but within this time period he actively participate to gain good amount of knowledge on the UMR Portal and started delivering for BPO-OLE development.
- He has high level proficiency in handling the tasks assigned to him, communicating with onsite, getting the required details and get it done.
- All his deliverables are marked for its quality of delivery with Zero leaked defects on production.
- His passion for learning new technology and implementing in workspace differentiate him from others and now lead him to contribute independently in remediating fortify Scan defects & incidents.
- Chiranjibi was productive from day one with minimal supervision and left impression to onshore stakeholders on many occasions.
- He is an excellent team player in case of extended support team needs..

## STAR Award | Subramanyam Kopparapu

---

**Application**                      - **UMR - Adaptive Portal**  
**Punch Line**                    - **Dedication and Performance**



- Subramanyam joined as Senior Quality Engineer in to Adaptive portals, currently working in UMR Portal from 11 months and now with his dedicated hardworking nature he has become a key resource in the team.
- He has played a key role from QA stand when team into Agile approach. We have started In-Sprint testing from last quarter for WOQ and OM items.
- He played a key role as a senior automation engineer and as a manual tester for UMR portals by handling QA role for multiple agile teams like COBRA, GORILLA and FOX.
- He leads the QA team by handling QA team meetings, Defect meetings, to finish UMR regression, In-Sprint testing and Regression automation for UMR VBFs by giving guidance and support to other QA team members for other agile QA team members.
- He got Bravo! Opal recognition from onshore QA Manager.
- He has played key role to hire resources and has given the KT to new team members on various modules of UMR portal and supporting to new team members on their initial setup.
- As part of bright idea he is planning to start implement automation code to retrieve test data from SQL DB and Access DB for existing automation framework, as of now we are getting the test data from properties file but it's not coding standard.

## STAR Award | Debarati Gupta

---

**Application**                      - **UMR CPS**  
**Punch Line**                     - **Performance**



- Debarati Gupta is the Flow Master for Team Opal.
- She has also played a key role as Developer for DEM project which was a key project for one of the PBDB business in Q2.
- There were multiple User Stories which were delivered as part of the DEM project with zero production defects which shows the quality of the development.
- She has been instrumental in also identifying the User Stories for In-sprint automation.
- She is one of the key member and contributed immensely in identifying Bright ideas which leads to the cost savings and process improvements.
- She is also playing a key role in mentoring the new resources and providing them with the KT on the Flex business side.



## STAR Award | Pawni Gupta

---

**Application**                      - UMR CPS  
**Punch Line**                      - Performance



- Pawni Gupta is the Tech Lead for Team Amethyst.
- She has also played a key role as Developer and Technical lead, guiding the team members for any development issues.
- She has been instrumental in delivering complex user stories related to WOQ's within a very short duration of time.
- She has established good relationship with the business and participates in the backlog grooming.
- She is one of the key member and contributed immensely in identifying Bright ideas which leads to the cost savings and process improvements.
- She is also playing a key role in mentoring the new resources and providing them with the KT on the Eligibility business side.

## STAR Award | Sameeksha Khandelwal

---

Award Type	– UMR CPS
Punch Line	– Innovative and Commitment!



- Sameeksha has worked on multiple high priority critical issues and extended beyond shift hours to complete them on time.
- Sameeksha has mentored team and helped them complete their issues on time and given KT's to team to improve TAT of SR resolution. Helped team to resolve critical batch abends. .
- She is working on vulnerabilities and closed 1500 + vulnerabilities which were compromising with security of infrastructure.
- She is a committed resource in team and her ownership of the assigned task is commendable.
- She is highly flexible and helped team even outside of working hours.

# STAR Award | Ramesh Lenkalapally

---

**Application** – UMR CPS

**Punch Line** – *Collaboration*



- Ramesh is good team player and collaborates with team and helps to strengthen their functional knowledge , there by improving TAT for user tickets.
- He has created several documentation and created knowledge base for team .
- After joining the team, in a short span of time he has gained good expertise on areas worked by onshore SA's
- He is hard working, enthusiastic and has a positive attitude.
- Keep it up!

# STAR Award | Ramu Tanuboddi

---

**Application – UMR DW**

**Punch Line – *Dedicated, Hard working & Technically Good***



- Ramu has worked on below item this quarter which has increased the productivity of the team. Below is the item:
  - ✓ The Unix disk space usage is high and not able to unzip and transfer the files to other locations in the server to load the data into tables. Ramu has identified an issue with all the scripts which was causing duplicate files and increasing the disk space utilization. He modified all the scripts where after successful completion of the job it'd delete the Unzipped file and compress the zipped file to move it to archive directory.
  - ✓ Worked with DEV team to add servicing provider fields in Views and Tables. Modified 7 Scripts to add these new fields.
  - ✓ Eligibility file Expansion- To incorporate the new ID fields information related to West Virginia customer into the reporting fields in ODS, he made changes to the entire eligibility package.
- Ramu understood the challenge of stakeholder management in all above tasks and he handled it without any issue.
- Ramu has been a dependable resource in team and her ownership of the assigned task is commendable.
- He has met 100% SLA for his tickets in 2019 and till May'19

# STAR Award | Tiwari, Yogesh

---

**Application – UMR EDI**

**Punch Line – *Dedicated & Dependable***



- Yogesh is taking care SSMO effort for UMR EDI application. During the Q2, He has provided coverage for application during holidays, and ensure smooth operation.
- With onshore support person moving out, Yogesh has handled most of SSMO work flawlessly
- Along with the coding practices, he gained good application and technical knowledge.
- He has handled most of the support issues in entire application.
- Learned Web technologies and implementing thru POCs

# STAR Award | Pradeep Kumar

---

## Application – UMR CPS

**Punch Line – Self-motivated, Committed, Enthusiastic**



- Pradeep is very hard working and dedicated resource. He demonstrates very high commitment towards delivery. He effectively leads high priority critical issues.
- He is very proactive in taking up tasks, working with Dev and SA team on high priority issues.
- He is sharing the knowledge gathered from onshore team members to offshore team members on regular basis making team more efficient.
- His technology knowledge has always helped team. He has trained new resources which joined our team with no mainframe background.
- Apart from handling high priority project work, he has also contributed to various Project improvements.
- He is working DASD consumption initiative to reduce infra expenditure.
- He is supporting Batch twice a month at onshore.

## STAR Award | Suma B

---

**Application**                      - **CPS UMR**  
**Punch Line**                    - **Independent, Self Motivated**



- Suma was instrumental in building Independent Scrum Team in claim. Her role in handling Scrum team is commendable. For past 6 months, She has been leading the team with outmost skills.
  - Handled Metrics very wisely with no impact to business
- She is very much responsible & accountable for the deliverables in Team Ruby. Apart from Scrum Activities, she is handling SA work with outmost quality.
- She learnt Regression Tests Process and has **handled 4 Regression Test (2 Iterative + 2 Integration Tests)**
- Suma has shown zeal to work in changing environment and was helping other team mates for issue resolution.

*For all the good work delivered, She deserves a STAR Award*

## STAR Award | Manasa P

---

**Application**                      - **CPS UMR**  
**Punch Line**                    - **Dedicated, Zeal to learn**



- Manasa has been a key contributor in Team Topaz on various projects. She is the First POC for UHSS Arena
- Her **delivery towards various projects are excellent**. Onshore is pleased with her delivery & the way she handles the calls. Has accommodated numerous changes during course of project and implemented with outmost quality
- Her maturity levels in handling the regression for straight 5 releases is commendable and quick response are highly appreciated.
- She has completed **PSM** certification in the recent past & demonstrating zeal to work in changing environments.

*For all the good work delivered, She deserves a STAR Award*



## STAR Award | Murali Krishna Chimmili

---

**Application**                    - ISET  
**Punch Line**                   - Bright ,Innovative and Automated



- Murali is lead SDET in ISET.
- He has delivered Q1 and Q2 releases with high quality. There were *zero production defects* for ISET
- He has been instrumental in leading the ATDD transformation for ISET on Open shift.
- He Submitted one bright idea on ATDD scripts for Site minder to ping federate transition in Cloud deployment . He implemented a script on sauce labs by using sauce rest api classes and methods. This Fixed running regression scripts parallely across all business segments (15 segments and 10 different host system flows).

By implementing this He saved almost  $(4 \text{ SDET} * 20 \text{ Days} * 1\text{hour}) = 80 * 10\text{months} = 800 \text{ hours}$

- He also helped in interview panel thus bringing fresh talent in Optum.

## STAR Award | Sandhya Yengala

---

**Application**                      - ISET  
**Punch Line**                    - Confidence, Knowledge and Attitude wins



- Sandhya Yengala is playing multiple role in ISET team.
- She worked as SDET and later took System analyst and Scrum master role when team was in need of that.
- She is very supportive and always willing to give her helping hand to team wherever needed..
- She took initiative working with ISET operation team and led multiple ideas to business for implementation. She was always present in the meeting to give her tips as part of Application SME.

## STAR Award | Ram Akoju

---

**Application** – Advocate4Me Blue Ocean

**Punch Line** – Java Expert, Rising Star



- Ram has joined Blue Ocean team in January and within short span of time he has gained full product knowledge
- He learned new technology Kafka & worked on multiple development and ATDD tasks for the HCA application.
- His contribution for OSO migration was commendable.
- Received Diamond recognition from business team for completing tasks in time and successful demo.
- Working with the team members to learn new technologies and skills.
- He is always ready to take challenging work & tries to complete it.
- He understands the project criticality & always works to deliver a successful product.

## STAR Award | Saivaijitha Tadigundla

---

**Application – Advocate4Me Aqua**

**Punch Line – Loves Challenges**



- Vijitha joined as a fresher with a lot of enthusiasm to learn. She quickly started working independently and has played a major role with the OSO migration.
- Vijitha's performance graph is always inclining. Vijitha being inquisitive in nature she has started to question the requirements which has helped us a lot with the solutioning.
- Vijitha is someone who likes to be challenged, give her a challenging task and she completes in no time.

## STAR Award | Kavish Goel

---

**Application**                      - **BRMS DEV**  
**Punch Line**                    - **The Magazine Of ORMB**



- Kavish has been involved in Resident Capability and ACIS R3 Migration project development using ORMB product.
- Though he was not part of initial development of ACIS R3 project, he analyzed all the defects and provided the root cause for same with in the given SLA.
- He has done 50+ code merge activity without any issue and played a vital role in ACIS R3 project delivery.
- He also helped other team members in the 6/15 prod release activity.
- He always demonstrates excellence in the efficiency, productivity, and quality of his work consistently.
- He is Keen on learning and sharing latest technology trends with the team.
- He demonstrate a comprehensive and in-depth understanding of the domain and technology relevant to project.
- He keeps looking for new and better ways of doing things at the organizational level.

## STAR Award | Norjohn Duarte

---

<b>Application</b>	<b>- Payment Accounting</b>
<b>Punch Line</b>	<b>- Learning It All</b>



- Since the Payment Accounting Mainframe team does not have CICS knowledge, Norjohn volunteered to do self-study on CICS technology and is now handling tasks involving CICS analysis and development. With this newly acquired knowledge, Norjohn has made the team more capable in supporting the mainframe applications in our team.
- Likewise, Payment Account Mainframe team does not have SPLUNK knowledge, Norjohn also volunteered to be the team's resource for SIFS E&I requirements for SPLUNK integration.
- Norjohn handled the impact analysis for 4 different Business Requests for possible development projects. His contributions to the analysis have reduced the overall possible development hours wherein 2 of these will be handled under a break-fix proactive ticket.

## STAR Award | Raymond Ramos

---

**Application**                      - **eServices Billing**  
**Punch Line**                    - **The Mighty Coordinator**



- Raymond performed an exemplary job as eSB Service Coordinator and as Databroker onsite support for one year.
- As SC, he gained the full trust and confidence of onsite clients, business, and interface teams and ensured that all issues are effectively and efficiently coordinated and resolved.
- Although new to Databroker, Raymond was able to provide high quality support and coverage when offshore is not available.
- He proactively handled and participated on high priority and critical tickets specifically on PeopleSoft's TWS error last March-14 impacting more than 2K invoices amounting to >\$20M.
- Raymond provided support for CHG0445995 (Data Delivery April 2019 Release) along with weekly Saturday batch on-call coverage to ensure seamless deployment for eSB.

## STAR Award | Tejaswini Upputuri

---

<b>Application</b>	<b>- Payment Accounting</b>
<b>Punch Line</b>	<b>- Dedicated &amp; Committed</b>



- She is the key QE member for ICN and AHP project and she is part for SIFS and GEFT testing (including processing of files in SIFS) and shared the data with Business team with perfect results even when the data received was late and had tight timelines.
- Her performance was much appreciated by Business and Program team as she contributed much to get Business sign-off on time for GEFT deployment
- She has always worked more than 100% capacity in almost all the sprints due to tight timelines for the critical projects. In one of the sprint PI24.4 she has worked for 175% capacity. She is always ready to help the teammates and share their work. Received appreciations from team and Business.
- She is able to finish ICN (SIFS, GEFT) and AHP (SIFS) Projects deployments without any defects
- She is involved in SIFS automation and has been able to successfully complete few jobs automation



## STAR Award | Prathyusha Patibandla

---



**Application**                      - **INTEGRATED FINANCIAL SYSTEMS**  
**Punch Line**                    - **Excellent performance to resolve IFS bank related issues and support during upgrade projects**

- Prathyusha has been a key resource for critical P1 IFS application.
- Her performance has been remarkable for supporting this application and enhancing it's functionality. She is owning most of the issues & enhancements related to bank accounts, branches, assignments, receipts and various accounting processes which is so critical from business point of view.
- She has fixed multiple critical issues in a short span of time. At the same time she has been working with Oracle to test multiple patch/patch-set to enhance/upgrade application in many ways. Engaging with business and Oracle vendor to resolve critical issues has been a real key skill of her extra ordinary performance.
- During a major upgrade project she stood by the team for the entire weekend to resolve post-production issues and support business and IT team, to stabilize the system.
- Her availability for more than 60 Hrs at a stretch was commendable and motivational to other team members.

## STAR Award | Rahul Ahlawat

---

**Application**                      - **INTEGRATED FINANCIAL SYSTEMS**  
**Punch Line**                    - **Successfully delivered couple of projects with high end quality and zero defect.**



- Rahul is a very key development resource for IFS application. Most of the technical development is concluded by him. He has very good grasp on technical skills across technologies.
- Rahul has been developing multiple challenging interfaces and IFS in last couple of months.
- Recently he was involved in developing NY cybersecurity project, GL24 WO, AP36 WO and HMO Online with great quality and keeping projects on track. He managed multiple development and operations based on priorities. At the same time he is also working with the team on attaining CI-CD pipeline.

## STAR Award | Pratibha Rathore

---

**Application  
Punch Line**

– BRMS  
– Approachable and tech savvy



- She exhibits good technical and functional knowledge of the application.
- She is a Go-To person if anyone from team needs help during analysis or implementation.
- She delivered the key deliverables including enhancement and bug fixes with least supervision.
- She actively participated in knowledge transition to the new joiners.
- Completed Functional Testing for many modules on time with keen observation covering most possible scenario.

## STAR Award | Deepa Gottipamula

---

**Application  
Punch Line**

**– SIMON  
–Confidence matters**



- Deepa is working for Simon application in offshore Dev team.
- She has been playing crucial role in Development track working on high priority projects
- She has delivered multiple user stories with minimal defects
- She has participated in Critical issue fixes in SSMO
- She has been instrumental in all code merge related issues
- She has guided other team members and helped team in various occasions.

## STAR Award | Venkat Kappaganthula

---

**Application  
Punch Line**

**– OBS  
– Everything Is Possible**



- Venkat Kappaganthula is working for critical OBS application in offshore Dev team.
- He has been playing crucial role in Development track working on high priority projects
- He has delivered Consolidated Billing project with minimal defects
- He has participated in Critical issue fixes for ACET project
- He has been instrumental in all code merge related issues in OBS program
- He has guided other team members and helped team in various occasions.

## STAR Award | UDAYKIRAN KANCHARLA

---

### Application Punch Line

- BRMS
- Costs Less To Get More



- Well focused and committed for the SLA's & Deliverables that we have in front of us with customer centric goals.
- **Resolved critical issues**
  - I. Multiple major BASICS issues are resolved on time to reduce Broker over Paid and lose of pay. Which helped to give Broker satisfaction.
  - II. **Missing bill groups in EES:** Critical EES issue has been resolved on time so that customer view their profiles and make a payment.
- And many critical issues has been resolve on time.
- He has gained good BRMS application and US health insurance domain knowledge.
- He has been helping many other team members for issues resolutions.
- He has handled business escalations and has responded to business in timely manner leaving a good handshake with business.
- He made sure we meet business deadline for FTS on day to day basis which is critical measure for BRMS.

## STAR Award | Nikita Mittal

---

**Application**                      - **BRMS QE**  
**Punch Line**                    - **Shouldering responsibility and remaining Agile.**



Nikita efficiently worked on the critical BRMS ACIS Migration release 3 wherein she was majorly involved in validating the new CMT tool, most of the interfaces and other BRMS functionalities

- She also contributed towards multiple IRAADs testing for June release and ensured timely and quality deliverables.
- She identified many critical and major defects during the system integration testing for BRMS ACIS Migration release 3
- She effectively and proactively interacts with business, system analyst and other stakeholders for understanding requirements and capturing them in test scripts to ensure 100% coverage
- She has received multiple recognitions for her continuous support to business/ UAT team
- She has successfully completed her SDET Foundation level certification

## STAR Award | Rajkiran Maloth

---

**Application**                      - **BRMS QE**  
**Punch Line**                    - **.Passionate for Quality**



- Rajkiran has great contribution in ACIS migration project in different interfaces like Lockbox, ACH inbound and outbound, return lockbox, Payment import ,Delinquency process ,CDM, Invoice, letter PDF's validation and IRAAD's testing and delivered the work with in time.
- He supported the Polaris CB(Consolidate billing) project and is also working in Medica project
- He completed the SDET foundation level . He cleared the SDET Intermediate program entry assessment and planning for the Intermediate level certification.
- He identified 10 defects in ACIS Migration and 3 defects Medica projects during the integration and system testing phases
- He is always quick in responding to all the adhoc requests of KT, data creation, regression executions and been flexible taking different tasks.
- He has been an excellent scrum team member in collaborating with the Dev, Automation developers, product owner and all other stakeholders.





## STAR Award | Ashwani Chauhan

---

<b>Application</b>	<b>- UHO – AllSavers</b>
<b>Punch Line</b>	<b>- Energetic, Proactive and Flexible</b>



- Ashwani has worked on critical blue chip project complex user stories and delivered them successfully with defect free code. Being junior & youngest member of team, he has sharply learned complex AllSavers Architecture, technology and started contributing with his highest potential resulted in faster delivery. He focused on **Doing thing Right at first time**.
- He has conducted internal training session on Angular technology with in team to share his technical knowledge and ramping up other members with Angular technology.
- Proactively picked up critical issues and fixed them faster & with accuracy considering high complexity of application.
- Ashwani took the ownership and did the end to end analysis and fixed the quote PDF issue which cause server issues.
- Collaborated within team in Implementing Bright idea leading to error free faster configuration, savings \$10296 by Automated Renewal Monitoring Process.
- During UAT of May release extended his help and worked on the OM team issues as well as other scum team defect which helped to have smooth release.



## STAR Award | Mamta Kumari

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Inspiring business performance



- Accountable for CMU move validation for HPG2, GL, FEE, PDBC and Communication Pref in DV02, Ts02, Ts02, St01 and Prod.
- Collaborates with the scrum team to automate the data preparation for configuration
- 0 configuration issues in Den Gen 2, Dental50, Vision Standalone A, Vision Standalone B for Rate Increase 1st year 2nd year
- Successfully validated Den Gen 3 for PDBC and SBRTs for all 19 Go live states
- Educated the team on how to leverage Trizzetto Customer Exchange

## STAR Award | Himanshu Srivastava

---

**Application**                      - UHOne2.0 Facets  
**Punch Line**                    - Great ideas turning into reality



- Implemented numerous ideas resulting thousands of dollar savings.
  - ✓ Generic Outbound Router : Approx Savings = \$112K
  - ✓ Munit Implementation in Mule - Approx Savings =105K
  - ✓ Generic Host/Port centralization = \$80K
  - ✓ Automated Member Creation = \$400K
- Played SME role in HPG2 go live for main claims related area.
- Himanshu has also been exceptionally outstanding in bringing in quick solution for Facets 5.6 upgrade initiative.
- He (in capacity of Dev lead) has been phenomenal in bringing up maturity within scrum team.

## STAR Award | Vishal Choudhary

---

**Application** - UHOne 2.0  
**Punch Line** - Exemplary show for provider load go live



- Vishal is working on provider load process and the way he own the process end to end is greatly appreciated by capability owner and scrum master.
- He recently enhanced the XPF0 capabilities to run it multiple times according to the type provider like IPA, GROUP, Facility and Practitioner so that we can minimize the production error and improve the performance of the batch.
- Vishal did a great job to understand the entire provider process. High5 team was roped in the provider load process (pre-requisite for HPG2 go-live) when it wasn't in the great shape at all. It had been a real challenge to understand the process. But Vishal owned this process and understood the entire flow and he also fixed numerous existing defects. He also help QA and SA to understand the process.

## STAR Award | Raju Papa

---

**Application**                      - UHOne 2.0  
**Punch Line**                     - Going beyond ...



- Proactively identified duplicated receipts job run in production and assisted AppOps team in handling the down the line processes.
- Apart from handling regular work for his current scrum team, worked with other scrum team too in designing and developing claims interest calculation feature.
- Automated the scripts to read XPF logs and create a summary of the error records that saves time for business in analyzing the logs.
- Effectively mentored the junior team members and guided and assisted them in resolving several issues.
- He conducted training session on EDI to build team's overall competency.

## STAR Award | Afreen Astara

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - True Application Steward



- Afreen has been leading Mule Service parameter Centralization efforts for UHOne 2.0. This will save a lot of efforts in maintenance tasks. She even presented this idea in A&I Tech Leadership forum and received lot of praise for same.
- Implemented proactive alerting mechanism for Trust Commerce file delay to enable support team to take timely remediation actions.
- Recently there was a service account authorization issue, Afreen was very prompt to address that issue. She could found out all the places where the credentials were needed to be updated and she resolved that issue quickly. I am sure without her knowledge and help we would have struggled to restore the degraded service.

## STAR Award | Ravindra Nettem

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - compassionate and helpful



- Ravi helped Mainframes team in Debugging and Deployment of new Trust Commerce Mule Service.
- Ravi did a commendable job in Facets 5.6 upgrade and support activities. He helped in setting up jobs in TWS and testing of batches in Dev and Test regions. Configured GitHub, Jenkins, XL Deploy and XL Release.
- In order to speed up the deployment process he identified and fixed multiple recurring issue with Jenkins and XL-release deployment processes. This can potentially reduce 10-20 tickets per month due to deployment issues.

## STAR Award | Sidharth Sharotri

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Efficiency & Operational Optimization



- Built Onbase Service Start-Stop Tool for Onbase Support team to have ability to reset services in Lower region
- Automated Onbase Named License Client allocation. This has reduced incident influx, manual intervention and thus improving TAT.
- Successfully completed Stargate implementation for UHOne to improve application to application authentication.



## STAR Award | Thirupathi Duddilla

---

**Application**                      - UHOne - UHOPS  
**Punch Line**                    - Dedicated and Reliable



- Thirupathi is Key contributor UHOPS and he has been taking care of OM responsibilities for UHOPS application.
- He has demonstrated exemplary problem solving and troubleshooting skills. He always looks for complete and effective solution. Recent example is SCR 30845 to optimize the program access administration. Earlier there were a number of programs that have security hardcoded on the object. When users request access to certain soft menu Roles, the Access Admin team needs to manually add the security to each program object. This was time consuming and inefficient process. As part of this SCR the access administration was removed from program objects and centralized in EDTUSR program.
- Worked on Major/Urgent production issue along with onshore team ensuring timely completion like the issue with Optum RX claims not moving to history. He stayed beyond his work hours and ensured the issue was resolved.
- Thiru has also been grooming new members in team on UHOPS application functionality.



## STAR Award | Mateo Fernando

---

**Application**                      - UHOne - UHOPS  
**Punch Line**                    - Think outside the box



- Matt has demonstrated the ability to think outside the box to develop innovative solutions to coding challenges.
- Matt designed a 'reversion' tool that helps to reduce the amount of time needed to test our Repricing process. Testing this process is very time consuming, so the reversion tool will be very helpful. Designing this tool went above and beyond his regular duties to work on projects in our pipeline.
- Matt is also able to designed new solutions to extremely complex requirements.
- Matt has established himself as a vital part of the Claims Development Team. He is tasked to design complex projects.

## STAR Award | Fred Mandap

---

**Application** - UHOne - UHOPS

**Punch Line** - Innovator



- Fred has established himself as an expert in SQL used in AS400.
- He conducted a Knowledge Transfer session which was participated by onshore clients.
- He is a vital member in the Development team for Claims in UHOPS. His out of the box thinking helped in creating new approach to old problems. He always tries to innovate whenever possible.
- Fred is involved in Blue chips projects on which he takes ownership. He is very comprehensive in assessing the work and undertakes it in a logical fashion.
- He is always willing to spend extra time to help with running batch jobs, copying files, generating reports and researching questions from clients.
- Always willing to lend a hand to co-worker or any other projects when needed.

## STAR Award | Michael Galang

---

**Application**                      - UHOne - DST  
**Punch Line**                    - Lead with example



- Mike has been leading the UHOne Digital Sales Tech Team at offshore.
- He has trained and mentored the new developers and especially the SDET resource who moved to a full time web development role. These past few months, he has been extending hours in the office to prepare and provide trainings to the new resources and cope up with his own development deliverables.
- Demonstrated exemplary effort for providing continuous guidance to the team on all development efforts and technically supporting the enhancements and maintenance of the eStore application.
- Commended by onshore stakeholder last April for ensuring the change to Optum ID login for the E-Store Broker Portal was successful. Appreciated his efforts for making sure the transition runs smoothly.
- Because of Mike's leadership and technical expertise, DST offshore has steadily been given more complex work.

## STAR Award | Ark Birao

---

**Application**                      - UHOne - BizTalk  
**Punch Line**                    - Learn to innovate



- For Ark's contribution with Canon Rock innovation initiative, he was able to learn web development which was very useful for him to successfully develop a web-app (BizTalk Testing Tool).
- The web-app tool is used for testing business process and BizTalk real-time processes for MyHCE, Benefit Eligibility and UHOPS MedNec Referral. The application is now being heavily used by Claims Admins and different users from Mainframe, UHOPS and Facets for testing EDI 270/271 request/response. This is a simulation of the existing production process of Optum Insight submitting a request for Claims or Benefit and eligibility.

## STAR Award | V, Akhilaa S

---

**Application**                      - **Facets Dental**  
**Punch Line**                    - **Automation Champ**



- Akhilaa is a quick learner and takes lead in trying new things
- Akhilaa has been a pillar in Dental APIs functional automation testing and for now ~ 40% of the APIs are tested using automated scripts.
- Building capability of in-house performance testing using Gatling framework – Akhilaa got up to speed really fast and has been able to successfully setup reference framework for Dental APIs. And we now have no more dependency on enterprise wide performance testing team for testing APIs.

## STAR Award | Bhupendra

---

**Application**                      - **Facets Dental**  
**Punch Line**                     - **Innovative**



- Bhupendra performed best analysis work to clear the core batch setup, access and data issues.
- His efforts helped to ready the batch server to execute the core batches in stage environment.
- He took ownership to drive the insourcing batch activities and driving effectively.

## STAR Award | Anandababu K

---

**Application**                      - **Facets Dental**  
**Punch Line**                     - **Innovation**



- Anand did great job in TWS setup activities, with in 2 weeks he completed the 1500+ jobs to setup in TWS, cleared many TWS challenges.
- Took ownership on TWS activities, jobs monitoring & support and setting bench mark to support in insourcing activities.
- With in short time he become primary in HGW job activities and clearing roadblock if any.



## Star Award | Akanksha Verma

---

**Application**                      - **Facet Dental**

**Punch Line**                     - **Performer**



- Akanksha is working with INS team for past 5 months. She has been instrumental in custom code remediation, Talend tasks and Java Framework support.
- She has converted Benefit Summary Talend, ETS and Matrix job from Sybase to SQL compatible job which has provided a great optimization (from 7-8 hours to 90 minutes of execution time). She delivers her tasks within timeline and with quality. Whatever task is assigned to her she never says 'no'. She learns new things by herself and takes new tasks enthusiastically. Her hard work and dedication for the team is really appreciable. In this time of need, she is providing her full support on the weekends and holidays as well.
- She is one of the key member and contributed immensely in identifying couple ideas at ETS and Custom job which can bring down efforts immensely.
- She is working on the CI/CD implementation of build deployment in integration and making great progress in it.
- Thank you Akanksha for the fantastic job you are doing!!

## STAR Award | Nishanth Bomma

---



**Application**                      - **Facet Dental**

**Punch Line**                     - **Performer**

- Nishanth is a leading critical resource for DENTAL Facets from offshore
- He has mentored and built very strong high performing DENTAL Facets team with continuous guidance and support over a period of time.
- He has worked on multiple projects this year which involves DENTAL Insourcing, CMS Preclusion, Member Search, Provider Search and delivered with an excellent quality there were zero major/critical production defect.
- He has delivered Test data for over 50+ TDR's of PRJ 60654 Rally connect as a single point of contact from entire DENTAL FACETS.
- He has been instrumental in leading the ATDD transformation for all three scrum teams in DENTAL Facets, and has completed SDET internal certifications along with Lean certifications with his help team is on track to completely move to ATDD by end of this year.
- He has worked on Performance testing using JMETER which was implemented for the first time in DENTAL Facets for DENTAL API's.
- He also worked with QA peers in presenting the CI/CD implementation of build deployment in integration with Portals for DENTAL API's.



## STAR Award | Jatin Khanna

---

**Application**                      - **TOPS**  
**Punch Line**                     - **Dependable**



- He has been Involved in TOPS CI/CD Pipeline which was to prepared shakeout region TOPP for continuous testing support as a part of achieving Automation Objectives
- He has cleared Entry level test for SDET INTERMEDIATE Level and Actively involved in trainings for April-May Session and targeting for SDET Expert Level in August
- He has given and Implemented Bright Idea for Automation of Changing Loadlib Concatenation for Endeavor paths in timeframe (BI #157026)
- He has Provided testing /claim Support from LOR Regression perspective for M3 – M5 release
- He has provided extensive support for SOS 19-4492, which have been moved out of M4 release on the defect found
- He is working on DB2 tuning/saving- Currently working with Vivek Dahiya for performance runs

## STAR Award | Lalit Joshi

---

**Application**                      - **TOPS**  
**Punch Line**                    - **Dedicated, Versatile, Flexible**



- Lalit is a very experienced resource who is shared between LOR and SIT team and as part of the Pricing Pillar, has proven himself as a constant support in testing as well as automation.
- His flexible and supportive nature is commendable and always motivates other team members. He is easily approachable and has a never say no attitude.
- Lalit has been well coordinating independently with Business Owners for routine activities and ensures smooth functioning of the work within committed timelines.
- Besides working on regression suites Lalit also automates the project level and release checkout test cases.
- He also takes care of the COMET testing independently.

## STAR Award | Sachin Kumar

---

**Application**  
**Punch Line**

**- TOPS SOS**  
**- Mr. Accountable and Flexible**



- Sachin is an highly dedicated, hardworking and flexible resource with great analytical and problem solving skills. He is the primary QE contact for TOPS SOS, As an individual he delivered 14 SOS items and reported 7 critical defects around them.
- He is self driven and learned Java Basics his own, he implemented this knowledge by developing solution to fetch Claims images from Doc360 automatically by only passing FLN and DCN in spreadsheet.
- SME on multiple functionalities of TOPS and act as primary point of contact to resolve issues faced by team during the execution. Received excellent feedback and appreciations from Onshore on the work he performed.
- Guiding team in resolving there issues and working with them closely to ensure timely deliverables of SOS aligned for the release. Other than SOS, he also supported test execution for PM tickets, which are part of release deployment for SSMO team.

## STAR Award | Mallikarjuna Sharma

---

**Application**                      - **DMS (EDMS / Doc360)**  
**Punch Line**                    - **Dedicated, Hard Worker and Sincere**



- Working on EDMS since Nov 2018 as a Developer and worked on multiple projects like ECAA-ATS, ECAA-Audit, ECAA UI.
- Playing a major role in developing ECAA Audit.
- Successfully completed ECAA-ATS integration and involved in major tasks related to ATS-CMIS integration.
- Involving production deployment and fixed production issues as well.
- Involving with the OM team and CI/CD team .
- Collaborating with QA for better way of testing and making user stories accepted by product owner.
- Parallel working on Multiple projects Doc360 and EDMS.
- With in short span of time actively involved in most of the EDMS related application development tasks.
- Finally successfully handling the multiple roles in EDMS.


## STAR Award | Ravina Dhuria

---

**Application**                      - **DMS (EDMS / Doc360)**  
**Punch Line**                    - **Dedicated, Hard worker and Motivated**



- Joined EDMS team in mid of January 2019, continuously putting efforts for better understanding of application and moreover to be part of team.
- Ravina has been the Core Member of doc360 Team.
- Ravina has always been Proactive in taking the task by herself.
- In Knowledge Transfer sessions, fully understood the working of Doc360.
- Ravina Working as an SDET has Full understanding of Doc360 from functional as well as code level understanding of Doc360.
- She worked on onboarding of doc360 project from scratch.
- Taking lead in scrum calls and tasks assignments, Coordinate well with the Scrum Master and with team members so that task can be completed before timeline.
- She proactively understood the functionality of ECAA Web and ECAA Audit and took the lead when it was required to test it urgent basis.
- She is working on onboarding of new business on Doc360.
- She has the team building factor, always helps new joiners and other team members.
- Quick learner, worked greatly in this span of time and has gained good knowledge.

 Always communicate the updates to managers and all team members. So that everyone can be in sync.

## STAR Award | Battaje, Shwetha

---

**Application**                      - **DMS (Doc360)**  
**Punch Line**                    - **Excellent Learner, Doc360 E2E Testing Expert**



- Shwetha is Hard-worker and Quick Learner and has supported Doc360 Team on End to End.
- She has worked across All Doc360 Areas: Extraction, Historical/Going Forward Ingestion, UI/API, CMWS.
- She has actively involved in Testing with Extraction Team and has complete knowledge of All Tools/Processes.
- She has learnt and supports Properties File Creation whenever needed.
- Doc360 Historical/Going Forward Ingestion Team:
- She has supported the GFI Ingestion Testing for around 2 Months and has gained knowledge on the same.
- She has supported and performed Detailed and In-depth UI, API, ES Testing. She has complete End to End Knowledge of the UI/API/ES/CMWS Components wrt Testing.
- Her Eye for Catching Critical Defects, has helped raising Defects and lowering the Production Defects.
- Actively Supported Testing of TEDI Data-Group (Detailed BY Reconciliation).
- Shwetha has shown Dedication and Flexibility in Supporting Project over the Weekend (when needed).
- Shwetha has taken up the work of Gravity Scrum Team and aims to support E2E Testing.



## STAR Award | Sanapala, Teja R

---

**Application**                      - **DOC360-OM**  
**Punch Line**                    - **Analytical skill, Flexible with support time**



- Teja is working in Doc360 OM team and is highly dedicated towards work.
- He has implemented monit (utility for monitoring services ) for monitoring and auto-heal the alert. Due to which , it reduce manual effort to restore the service.
- Teja played major role in set up Doc360 infrastructure
- He is one of the key member (team formed by leadership team) and contributed immensely in identifying issue.
- Teja has received Bravo awards from other team to help and resolve their issues.
- He took ownership and contributed in performance testing
- He owns monitoring alert and prepare SOPs with remediation steps
- He ensures his availability for the calls and meeting and provided all require update
- He is good to analyze the error logs and provide resolution steps
- His contribution towards extensive support over weekend and week days is appreciated
- He shows eagerness in learning new task and own it.

## STAR Award | Shalu Parmar

---

**Application**                      - **TOPS UAT**  
**Punch Line**                    - **Dedicated & Enthusiastic**



- Shalu Created and Enhanced the Automation script for weekend checkout claim keying through STBK which pulls claim details from test environment and use the same to key claims during checkout. It results a saving of 136 hours.
- She worked on multiple SOS along with project PRJ155221 Advocate Health – Encounters.
- She participated in weekend checkout and performed checkout with 100% automation.
- She shows her willingness to take up any task and looks for opportunities to improve the process.
- She supported ICN Expansion project during Sprint 2 and Freeze window to backup other resource.
- She Provided KT to onshore QA on weekend checkout process.

## STAR Award | Prasanthi Obilisetti

---

**Application**                    - UAT  
**Punch Line**                   - Conscientious



- Prasanthi is instrumental in integrating EEMS ATDD framework to Jenkins pipeline for Non Prod CI/CD. This enhancement is expected to save 40% effort.
- She is automating the connection to WinSCP tool to place CDB and Prime member file to server yielding ~\$624 savings annually.
- Supported 6 production checkouts over weekends.
- Flexible in accepting adhoc assignments. Prasanthi supported team in developing POC for the new hierarchy automation framework.
- Mastered quality in project deliverables with no leaked defects.

## STAR Award | Sharad Singhal

---

**Application**                      - TOPS  
**Punch Line**                    - Very hardworking and multi skilled



- Sharad joined in TOPS in 2018 and in a short span of time he is not only understand the processes but also started contributing in deliveries as well
- He has worked upon on PLB, Mirror claims prod issue analysis and also proposed good solution for these two major features. His contributions appreciated by 835 scrum master and product owner
- Apart from ongoing projects, he is also started contributing in org level events like Patent submission and BI drive.
- He is highly reliable, hardworking and flexible resource with great analytical and problem solving skills. He understood the application requirements very quickly and start delivering the solution within stipulated timelines
- He is a great team player and always ready to help the members in the team. He has also given various knowledge sharing sessions within the team.
- He always been very consistent with his deeds, expectations, results and values. He has shown technical expertise in various automations assignments and played a vital role for conducting various session with manual teams.
- He is a quick learner and always try to explore new approaches for creating a better solution

## STAR Award | Shivam Gupta

---

**Application**

**- Comet**

**Punch Line**

**- Performance Dedication and Relentless**



- Naresh is part of COMET SSMO team and he work's on multiple technologies.
- He submitted & Implemented a Bright Idea to improve the EDS COMP screen which resulted in the savings of around \$343,000.
- Shivam played a important role in COMET PLM migration from offshore, which is a critical migration where we need to migrate entire PEGA functionalities that supports COMET App today to PEGA 7.
- Shivam is good in learning new technologies and applies the same in doing his day to day job ex:- Pega 7.
- Shivam is also part of the COMET CICD team where team is trying to increase the productivity.
- Shivam transformed from fresher to pega resource and started working on the pega issue's with very less help.
- Maintains 100% availability Identifies and resolves technical issues for business users.
- Supporting the application on a daily basis along with focusing on daily OM tasks like INC/SR/PTs.

## STAR Award | Kalluri Rajasekhar

---

**Application**

**- EAS**

**Punch Line**

**- Outstanding contributions to EAS Success and Delivery**

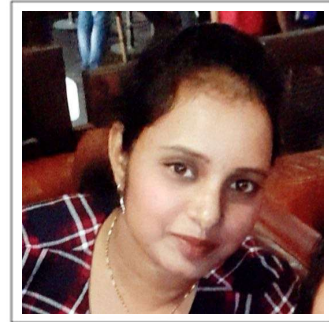


- Rajasekhar's contribution to EAS is he is one guy who will always work on the critical items to be delivered and he will put so much of efforts and make it success and complete it on time.
- Rajasekhar worked on NDC issue which is very critical and improved the adjudication rate on a daily basis EAS will received around 1000 claims.
- He successfully delivered Rule Slotting which is a new featured implemented in EAS and also worked on E348 New coins efforts to make this feature implemented successfully..
- His contribution and involvement with counterparts to get the clarify and provide suggestions are always help to complete the assigned items quickly and also maintains the quality.
- He always the first one to step into to collaborate, analyze and resolve the issues that team has.
- His Dedication, Commitment and Pro activeness is very well appreciated at both Onshore & Offshore

## STAR Award | Srilakshmi, Medarametla

---

**Application**                      - UAT  
**Punch Line**                    - Automation Champion in CPA



- Srilakshmi is working on CPA Application and is having a very good understanding of automation.
- She has created the Selenium Framework for CPA Application
- She has also provided Selenium Framework Training to all the CPA folks.
- She is also creating a document which can be used by the New Folks working on the framework she created.
- Along with Automation, she is also working on all the required manual work with full dedication.
- Srilakshmi is helping her team with the issues they are facing during automation and helping them to ramp up quickly.
- This CPA Automation Suite created by Srilakshmi will be able to save **\$2496/year** for GUI validation of CPA application.
- There is a potential in this automation suite to save **approx. \$15K** once the functionality is completely automated.
- Along with Automation she has opened **31 Defects** in MVP 1 Pages in CPA Application.

## STAR Award | Gollakota, Vamsi K

---

**Application**                      - UAT  
**Punch Line**                    - Quality Product Delivery



- Vamsi is working on COSMOS CPA Application and is having a very good knowledge of the application and SME is some areas.
- He has worked on Hospital Archival and Set Claim Retrieval pages and raised **19 defects** which is helping a lot in improving the quality of the product. He has also received appreciation from his onshore counterpart.
- He has in total opened **116 Defects** for MVP 1 Pages in CPA application out of which **4 are Critical** and **49 Major Defects**.
- Along with the manual work, he is also automating DME By Member Category Search Page and helping team out with functional understanding where they are getting stuck while automating their pages.
- He addresses queries from team and closely with his onshore counterpart.
- Vamsi is also helping the team members by doing Peer Review and identifying the bugs which can lead to leaked defects.



## STAR Award | Divya Ratan

---

**Application**                      - **TOPS Unet Batch/VSAM DBA**  
**Punch Line**                    - **Dedicated, Analytical and Enthusiastic**



- Divya has been working in UNET Batch team of TOPS and acting as SME now. She is having good application knowledge and implemented all critical VSAM DBA. She has been delivering the design, Code fix, testing and implementation of Production issues.
- Review and removal of 1000+ jobs from OPC without any issue. These were in the critical path and impact the Online regions.
- She has fixed many critical bugs/code issues of UNET Batch which includes fixing of 13\*,15\*,VD\* abends. It saved 4 critical abends weekly.
- Generations of multiple Medica reports and got appreciations from Medica Business team.
- Fixed the business critical Health statement Balance issues which fixed the INN OOP amount for all policy members. Got appreciations from HSE business.
- Analyze and resolved more than 20 incidents letter request issues from ELGS. Fix the code for Pseudo providers.
- Root cause analysis of HMO account code issue which was in the open status for more than 6 months in Galacy and provide the solution.
- Analysis of Batch Jobs and DASD deletion for Cost Optimization of TOPS.
- Mentor and trained the new joiners to make them productive in daily work.



## STAR Award | Sushma Dondapati

---

**Application**                      - **CDD**  
**Punch Line**                    - **Dedicated, Enthusiastic and Flexible**



- ICN expansion changes were big in size and she coordinated with different teams in making sure of smooth delivery
- She has been working many critical work orders in Q2 including high buzzing pay flex.
- She is excellent in delivery, coordinating with the team and provided trainings to new resources ensure timely completion.
- Very prompt in finding issues and keeps her leads informed of any task related updates.
- Sushma has good knowledge in SAS which is needed for most of the CDD extracts
- She independently monitors all the critical stream of CDD which sends feed to external vendors which intend reduces escalations.
- Sushma supported independently for issues in extended hours in weekdays and weekend

## STAR Award | Ambavat, Seema

---

**Application**

**- FMR**

**Punch Line**

**- Dedicated, Analytical and Enthusiastic**



- Seema has been working in FMR Batch team of TOPS and acting as SME now. She is having good application knowledge and actively involve in design, Code fix, testing and implementation of Production issues.
- Worked on Fix of Q1 release fallout FMR job G582954M. It reduced the CPU significantly from 10hrs to 5 hours.
- Worked on Fix of Q1 release fallout FMR job G582954B. It reduced the CPU and have saving of approx \$20K.
- Support the FMR application after ICN expansion release and worked with Onshore to fix 150+ Jobs. She worked in extended hours to deliver the business critical reports to clients in correct format.
- Worked on TOPS-FMR reconciliation code fix which resolved the mismatch of 8000+ claims.
- Resolved monthly Time to Pay report which is having Data issue.
- Support the post ICN expansion fallout and support the application from Offshore.
- Deletion of more than 500 jobs for Front end and FMR application as part of Cost Optimization.
- Mentor and trained the new joiners to make them productive in daily work.

## STAR Award | Kailash Vyakaranam

---

**Application**

**- TOPS**

**Punch Line**

**- Dedicated, Analytical and Enthusiastic**



- DTR delivered for Q1, deployment will result in 58K Saving by reducing 400 CPU Hours
- Kailash has worked on 3 problem fixes related to Multiple portals and some of Issues being pending since last 2 month resulting in reduction of 15-20 Incident per month related to that issue and got deployed those all in well 50% faster time with no issues.
- Worked on Critical issue related to reprising delaying the payment of 30 claims week and along side he collaborated with the other Application Claims highway, Identified the root cause and fixed it within Month to avoid paying interest on those claims
- Currently he is developing Skills in Java and actively working on identifying the enhancement opportunities in the project
- He closely review the region stability and address any storage issues rectified with his Infrastructure knowledge which can directly related to stability of claim processing engines.
- Kailash quickly takes action with all issues and is accountable in ensuring business is updated and issues are coordinated and resolved quickly.



## STAR Award | Jitenderpal Sidhu

---

**Application**

**- TOPS**

**Punch Line**

**- Dedicated, Analytical and Enthusiastic**



- Learnt Java in short span of time and implemented his learning on application enhancement. Also the Java mentor for the team and Conversion of Balance MQ jobs from Mainframe to Java which saves 14K.
- Currently he is at onshore and TAT for any critical work is remarkable and Deployed various fixes that reduced abends by 20%
- He has been instrumental in proving the multiple report in single day related to MIPC consumption program currently happening at senior leadership level and currently working on implementing fixes discussed after analyzing the report.
- Sidhu transformed himself into learning newer technologies , he currently working on moving some of CPU consuming process outside of mainframe and Actively supported various release activities with respect to application as well as infrastructure
- He closely review the region stability and address any storage issues rectified with his vast Infrastructure knowledge which can directly related to stability of claim processing engines.
- Actively participating in all the war rooms and anytime available to work and close the urgent issue.



## STAR Award | Vartika Singh

---

**Application**                      - **DMS (EDMS / Doc360)**  
**Punch Line**                    - **Hard Worker, Multitasker and Dedicated**



- Vartika is Solution Architect of Doc360 /EDMS. She has also provided sessions to team members for SA activities.
- Along with SA activities she has actively worked on the on boarding process of doc class in Doc360 with complete end to end understanding of the on boarding process with zero defects of configurations.
- She has also taken up testing tasks for ingestion process of Doc360 with complete understanding of the entire process.
- Worked on requirement gathering from business , providing solution for the same and giving complete understanding of doc360 to business and then creating estimates for the same.
- She has taken up configuration management task as well with complete understanding of CM tasks including TWS jobs,jenkins pipeline creation along with her current SA role.
- She has full understanding of different components of doc360 and EDMS .
- She has complete functional understanding of Doc360 and have mentored team members as well for the same .
- Have worked on defect fixing including sonar and fortify issues within the timelines for Doc360 so as to give deliverables with zero defects.
- Apart from her Regular Assigned Tasks, she has been Proactive in taking up adhoc tasks for helping the team in their deliverables.

---

## Spotlight Award



## Spotlight Award | Manikanth Reddy, Thoompally

---

**Application**                      - **Vision Admin System**  
**Punch Line**                    - **Performance**



- In a less span of time he learn all critical knowledge of Vision application & able to identify the root cause for CDB file issue & fixed the issue independently.
- Manikanth is owning end to end certificates renewals for all servers.
- Manikanth Automated 4 Manual task which were part of Daily batch Monitoring, as a result batch support hours decreased from 4 to 3.5 hours.
- Manikanth always make sure to complete the Incident on time without any delay.
- Along with his day to Day work, Manikanth is providing KT to new team members as well.



## Spotlight Award | Vihasita M

---

**Application**

**- SEG**

**Punch Line**

**- Individual commitment to a group effort**



- Vihasita is working as Java & Automation Developer in SEG Team.
- She has transformed herself from Automation resource to Java Developer.
- She had gained a great knowledge on Spring framework and respective modules that are used in CCIC application with in a Quick Span of time.
- She had handled the Analysis Module in CCBIC and CCMIC applications.
- She had also gained a lot of knowledge on CSS (Bootstrap) , JQuery, Javascript Technology(s).
- She is currently working with CCIC (CCBIC & CCMIC) Application and contributed a lot in delivering the CCBIC Application.

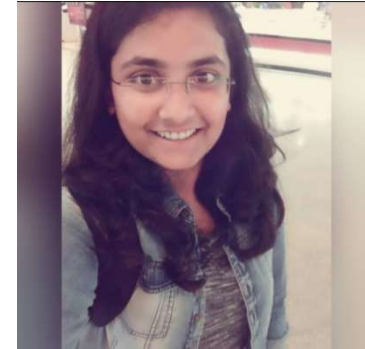
## Spotlight Award | Madhulika B

---

**Application** - SEG

**Punch Line** - *There are no secrets to success.*

*It is the result of preparation, hard work, and learning from failure.*



- Madhulika is working as Java & Automation Developer in SEG Team.
- She has transformed herself from Automation resource to Java Developer.
- She had gained a great knowledge on Spring framework and respective modules that are used in CCIC application with in a Quick Span of time.
- She had handled the Repository Module in CCBIC and CCMIC applications which is one of the most critical item in the release.
- She had also gained knowledge on understanding and writing SQL Queries & Stored procedures.
- She is currently working with CCIC (CCBIC & CCMIC) Application and contributed a lot in delivering the CCBIC Application.

## Spotlight Award | Sakshi Rawat

---

**Application**

**- SEG**

**Punch Line**

**- Find your Bright Spot, your champion**



- Sakshi is working as Business Analyst from last 6 months.
- She has transformed herself from Selenium developer to BA
- She is taking care of BIC, MIC, Letters, H20 and TDL as a BA
- She has been very proactive in raising issues, finalizing requirements for multiple tools
- She is vital asset to the team and flexible to work
- She is currently working with CCIC (CCBIC & CCMIC) Application and contributed a lot in delivering the CCBIC Application

## Spotlight Award | Gunjan Katyal

---

**Application** - SEG

**Punch Line** - Most good programmers do programming not because they expect to get paid or get adulation by the public, but because it is fun to program



- Gunjan is working as Java Developer
- She has transformed herself from Selenium developer to Java Developer
- She is taking care of more than 200 automation scripts for H2O
- She has developed Code Auditing Solution which was highly appreciated by Business
- She is also developed automation Smoke bed for all SEG tools

## Spotlight Award | Hitesh Maggon

---

<b>Application</b>	<b>- Adaptive Portal</b>
<b>Punch Line</b>	<b>- Dedication and Performance</b>



- Hitesh has joined as SSE in Q1, 2019 for UMR Portal SSS application and is learning very fast to work on production issues.
- He has delivered several critical user stories for Gorilla Agile team under UMR Portal and OC FullWell Portal without any defect.
- He has been appreciated from business and onshore dev partners as well as putting in extra effort to resolve customer issues.
- He has shown excellent communication and coordination skills to handle end customer issues.

## Spotlight Award | Jai Prakash

---

**Application**                      - **Adaptive Portal**  
**Punch Line**                    - **Dedication and Performance**



- Jai has joined as SSE in 2016 for UMR Portal application and working primarily as developer for PLM projects and also providing consultancy/fixes for Fortify vulnerabilities.
- He has fixed several fortify fixes in VACCN Portal which was very critical for VACCN Portal go live on production. Around 100+ vulnerabilities has been fixed in one month of time span.
- He has been appreciated from onshore dev partners for putting in extra effort to resolve IRM issues.
- Jai also contributed in OMMS cloud migration/UMR PLM upgrade and worked on several middleware service conversions from EJB to REST. During these upgrades, Jai has worked on several proof of concepts which we has been utilized in our implementation.

## Spotlight Award | Gurubabu Nusumu

---

**Application**                      - **Adaptive Portal**  
**Punch Line**                    - **Dedication and Performance**



- Guru has joined as SSE in 2016 for UMR Portal application and working primarily as developer for PLM projects and also providing consultancy/fixes for Fortify vulnerabilities.
- He has fixed several fortify fixes in VACCN Portal which was very critical for VACCN Portal go live on production. Around 100+ vulnerabilities has been fixed in one month of time span.
- He has been appreciated from onshore dev partners for putting in extra effort to resolve IRM issues.
- Guru also contributed in OMMS cloud migration/UMR PLM upgrade and worked on several middleware service conversions from EJB to REST. During these upgrades, Jai has worked on several proof of concepts which we has been utilized in our implementation.

## Spotlight Award | Kapil Tyagi

---

**Application**                      - **Adaptive Portal**  
**Punch Line**                    - **Dedication, Flexibility and Performance**



- Kapil has joined Adaptive Portal team in Jan, 2019 and working as Scrum Master for 3 agile teams.
- Kapil has shown great dedication and collaboration in managing his work till now and helped in 4+ integrated release of Adaptive Portal platform.
- He has implemented agile methodology in Fox agile pod and continuously focusing to improve in that area.
- He is shown flexibility by joining required meeting in late evenings which provides additional value in getting good quality/quantity product backlogs.



## Spotlight Award | Chauhan Deepti

---

**Application**

**- UHC.COM**

**Punch Line**

**- Dedicated, Enthusiastic and Hardworking**



- Deepti is one of our key resource in UHC.com application for quite some time and she is very proactive towards analyzing and coordinating with the business around the issues faced by them, and is always keen on resolving the critical issues/important items at the earliest.
- Her high level of proficiency in handling the tasks assigned to her, craving for perfection, communication skills, sets her apart from others.
- In very short span, she learned the AEM and became our leading contributor in development and enhancement tasks.
- Here are the some of the major projects, where he has made invaluable contribution to the implementation of project delivery items
  - B2B Newsfeed Accessibility Changes.
  - UHCCP 6.4 development work (OLE tool integration, PSC parameter integration into email capture functionality)
  - UHC.COM Proxy server migration.
- She always extended her technical assistance to other team members, as and when they required and she is a quick learner and she is always ready to take up new assignments with minimal guidance.

## Spotlight Award | Rahul Reddy Katta

---

**Application** - UMR Adaptive Portal - VACCN  
**Punch Line** - Performance & Compassion



- Rahul has joined optum around two years ago as a fresher since then he has gained good knowledge in the Adaptive portals structural flow and how services operate..
- He is involved in spring and rest migration for vaccn portals.
- As part of CI/CD implementation, he had done POC on converting Ant to Maven project
- He had handled reset password functionality for vaccn portal from both service and front end part.
- He has resolved critical defects related to vaccn portals which helped the VACCN to go live without any issues.
- He has got recognitions from leadership team at onshore and offshore for his performance.
- He is Involved in resolving the Ems logging issues for vaccn portal.

## Spotlight Award | Ashish Pandey

---

### Application - ISET – Integrated Service Experience Tool



- Ashish is going to complete his one year with this project and had been performing his tasks well - doing incidents regularly, delivering problem tickets & application checkouts. He is having good availability for application check outs.
- With this one year, he starts getting involved with critical issue and able to deliver end to end. Doing good dip dive analysis for production issues.
- He has been appreciated by scrum teams for his wonderful performance while doing application validations. He identified & reported multiple issues from those deployments and got those addressed right there before making any impact to users.
- He is handling application Monitoring very effectively and figured out performance issues on ISET and worked with the backend team for finding resolution to restore the services with out a war room which saved ADTM impact for application.
- In absence of senior team members, he is stepping up and he handles multiple activities on daily basis effectively - incident/problem assignments, handling incidents, delivering problem tickets, driving daily calls, P1/P2 war rooms, application validation, application performance issues taken everything till closure without any escalation.
- He has submitted bright idea with \$4680 saving which will reduce incidents for applications.

## Spotlight Award | Sekhar Balla

---

**Application**                      - ISET – Integrated Service Experience Tool  
**Punch Line**                    - Great Performance



- Sekhar plays the vital role in ISET support. The way he is working on Incident is awesome, Based on his knowledge on ISET he has resolved plenty of incidents with out any escalation.
- He is handling application Monitoring very effectively and figured out performance issues on ISET and worked with the backend team for finding resolution to restore the services with out a war room which saved ADTM impact for application.
- He is handling multiple activities on daily basis effectively - incident/problem/projects assignments, handling incidents, delivering problem tickets, driving daily calls, P1/P2 war rooms, application validation, application performance issues.
- In absence of senior team members, he stepped up and taken everything till closure without any escalation.
- He has mentored and Go to guy for team members to help them with application functional and technical issues.

## Spotlight Award | Saideepa Ramini

---

**Application**                      - **A4Me Aqua**  
**Punch Line**                    - **Quick Learner**



- Deepa was playing the role of the one and only SDET for Aqua, when another SDET was doing the role of an SM.
- We never had to cut short the SDET work of move works due to this, Deepa has always worked on it and finished.
- Apart from the SDET role, she also helped Blue ocean and Aqua with the OSO movement of widgets in both non prod & prod.
- Deepa is slowly getting to learn the other areas of development as well.

## Spotlight Award | Saravana V

---

**Application**                      - **CPS UMR**  
**Punch Line**                     - **Dedicated, Promising**



- Saravana is a key contributors for development of **Web services for Istream replacement**. **Has delivered 15+ User stories in last quarter with excellent quality standards**
  - Onshore is pleased with his delivery skills on web service development.
- He learnt Regression Tests Process and has **handled 4 Regression Test with outmost quality & excellent communication.**
- Along with the regular deliverables, His zeal to learn new technologies is evident & has shown remarkable skills in developing **Rexx Utility** with in short duration for Napersoft Back up process.

## Spotlight Award | Vennela K

---

**Application**                      - **CPS UMR**  
**Punch Line**                    - **Dedicated, Independent**



- Vennela has been a key contributor in Team Ruby on various projects. She is the First POC for CDH/Flex Arena
- Her **Analysis towards various projects are excellent**. Onshore is pleased with her delivery & the way she handles the calls. She is playing instrumental role in designing the projects for Team Ruby.
- She learnt Regression Tests Process and has **handled 4 Regression Test with outmost quality & excellent communication**.
- Vennela has accommodated couple of regression tests within short notice in last 30 days to explain the compare results in a meaning full way. This was over and above his regular deliverable.

## Spotlight Award | Pratyusha A

---

**Application**                      - **CPS UMR**  
**Punch Line**                    - **Dedicated, Zeal to learn**



- Pratyusha has joined optum few months ago. She is consistently delivery good work in PBM Space
  - **Has handled 10+ PBM Projects & gaining expertise.**
- She is enthusiastic person who is eager to learn. She understood the ask clearly and was able to articulate the requirement. This helped her to do focused research on the solution.
- She is actively learning new areas in the system & improving knowledge on the system



## Spotlight Award | Sunny Ghangas

---

**Application**                      - **UMR CPS**  
**Punch Line**                    - **Hardworking and Dedication**



- Sunny Ghangas has joined UMR CPS Application in the month of Feb'2019
- With in very short duration of time he understood the PBDB business and delivered multiple complex User stories.
- He has been appreciated by the onshore SME's for the quality of deliverables.
- He has been instrumental in coming up with the acceptance criteria and made sure that all are reviewed by the business so there are no issues in the Unit Testing.

## Spotlight Award | Ravi Kiran

---

**Application**                      - **UMR CPS**  
**Punch Line**                    - **Hardworking and Dedication**



- Ravi Kiran is Developer in Team Amethyst.
- He has been successful in delivering User Stories for critical Capital Projects like POMCO and WV.
- He has been appreciated by the onshore SME's for the quality of deliverables.
- He has been instrumental in coming up with the acceptance criteria and made sure that all are reviewed by the business so there are no issues in the Unit Testing.
- There were no issues or defects identified for the User Stories he delivered in Q2.

## Spotlight Award | Praveen Kumar Mandapati

---

**Application**                      - UMR CPS  
**Punch Line**                    - Hardworking and Dedication



- Praveen Kumar is Developer in Team Amethyst.
- He has been successful in delivering User Stories for critical Capital Projects like POMCO and WV.
- He has been appreciated by the onshore SME's for the quality of deliverables.
- He has been instrumental in coming up with the acceptance criteria and made sure that all are reviewed by the business so there are no issues in the Unit Testing.
- There were no issues or defects identified for the User Stories he delivered in Q2.

## Spotlight Award | Ketan Kumar

---

**Application** – UMR CPS

**Punch Line** – *Dedicated, Hardworking*



- Ketan has recently joined CPS SSMO Team & in a short span of time he has gained good expertise on billing, check not Issue tickets.
- With his good analytical skills effectively works on critical tasks and complex analysis tickets.
- Not only CPS , he has also contributed effectively in DW application and has developed good understanding of DW application too and acts as backup whenever needed.
- He is sincere, hardworking and promising individual and eager to automate repetitive tasks.
- He is flexible and willing to take extra shifts as per project needs.

## Spotlight Award | Pratapreddy Gogireddy

---

**Application**                      - **BRMS DEV**  
**Punch Line**                     - **Never Say No**



- Pratap has been involved in Resident Capability and AHP OH-MEWA project development using ORMB product.
- As a quick learner, he has transformed himself as ORMB developer from Java Developer.
- He has moved to OH – MEWA project in middle of the development and took complete accountability for the delivery. He alone has developed and unit tested all the User Stories for business requirement of same project.
- He voluntarily take the ownership for June release and completed the release successfully without having a single issue.
- He implemented the SonarQube and SonarLint, which helped team to complete the CICD implementation.
- He has also completed the POC on ATDD using Selenium and Cucumber.
- He also provided the KT to other team members on ATDD which helped other team members to move towards cross functional.

## Spotlight Award | Singh, Abhishek P

---

**Application**                      - **Payment Accounting**  
**Punch Line**                    - **Dedicated & Committed**



- He is the key QE member for ICN and AHP project and she is part for SIFS and GEFT testing (including processing of files in SIFS) and shared the data with Business team with perfect results even when the data received was late and had tight timelines.
- Abhishek learned all the major aspects of project in a very short span of time and provided inputs in all phases of the project .
- He was available all the time whenever required and look after all the business requirement as per their need, and also taken care of timely deliverables
- Abhishek is a quick learner and grasped deployment task very quickly .
- Proactively took up the ownership of all the issues that occurred in a test or in the production and resolved them very quickly

## Spotlight Award | Rafi Mohammed

---

**Application**                      - **INTEGRATED FINANCIAL SYSTEMS**  
**Punch Line**                    - **Pro-active in setting up the connection with all systems during upgrade projects**



- Rafi's assistance in IFS Linux upgrade project was great.
- He was one of the go to person before and after the upgrade projects. He took complete in-charge of testing, business dealing, deployment & post production issues for several areas like datastage, ECG connectivity, setting up connectivity with various systems (Peoplesoft, NICE, Secure, F5, NDB, etc..).
- He solely took the ownership of these activities and worked with concerned team members within UHG/OPTUM. He showed tremendous intelligence by configuring most of the connection before hand to avoid weekend hassles.
- He ensured that all connections were in place before deployment and were tested successfully before business pitched in the next day morning. Due to such move we didn't have any issues with respect to the connection for any of UP/DOWN Stream systems.

## Spotlight Award | Syria Gollapalli

---

**Application**                      - **CTDP NICE**  
**Punch Line**                    - **Dedicated & Committed**



- Syria is very flexible, diligent and committed resource with fast learning skills, and always looking for ways to excel delivery. She has been a key driver of Major Program's that has a Data need in NICE application.
- She delivered 2000+ claims across Major programs with 100% accuracy& helped to deliver program without any hassle by supporting wide range of customers MyUHC, PE,Health4me,M&R Consumer Portals,P2 CEM etc
- Our business partners have recognized Syria and are very grateful for her integrity, innovation and performance.
- Syria worked for critical Programs Orthonet and M&R Portals projects and was successful in finding the root cause for multiple issues with test scenarios, test data setup. She has quickly resolved those issues very well and came up with accurate test data.
- P2 CEM team never came back and said that the data which she has provided did not work though it has involved many application's as a pass through.



## Spotlight Award | Jayati Ghosh

---

**Application**  
**Punch Line**

– **BRMS**  
– **Every analysis tells the story**



- Jayati has coordinated resolution of almost 1000 business cases across BRMS & eSB platforms.
- Her contributions are significant in support environment, managing defects & incidents to solve on-going production issues.
- She has implemented structured solution around processes like Letter Extract errors & Screening tool errors.
- Apart from PRIME billing, she is currently involved in ACIS billing processes and is working through production defects to ensure quality delivery.
- She is a quick learner and has been able to work through BRMS functionality to deliver quality results promptly.

## Spotlight Award | Yashwanth Kumar

---

**Application**                      – **BRMS**  
**Punch Line**                    – **Every Little Helps**



- Yashwanth diligently worked on multiple deliverables like CSR& MMR, Billing and Payments
- He has been appreciated and recognized for his great performance by the Business people and onshore leadership
- Yashwanth ensures timely and quality deliverables for all his assigned tasks
- He is working on a bright idea which is going to prevent the biggest pain point of ACIS and CIRRUS business we have currently until the permanent fix happens.
- He effectively and proactively interacts with team, onshore team for understanding the issues they reported and to resolve them
- He successfully delivered tasks without any time slippages and ensured to deliver the business needs quickly

## Spotlight Award | Usha Kotha

---

**Application**                      – **BRMS**  
**Punch Line**                    – **Obsessed With Quality**



- Usha has worked in PRB team apart from SRs, worked on different types of RCA PRBs, data fixes etc.
- Usha worked on test only projects as well
- Usha worked on requirements gathering related to Prime recon CR
- She has constructed script which clears around 5k+ false positives in prime recons
- She also helps peers in their tasks
- She proved in PRB area as well with her meticulous work
- She always maintains good rapport with business, and fulfils their asks on time

## Spotlight Award | Anusha Datla

---

**Application**                      **– BRMS**  
**Punch Line**                    **– Sense And Simplicity**



- Anusha Datla worked on multiple INCIDENTS of ACIS,CIRRUS and PRIME with in SLA and she effectively and proactively interacts with off shore, onshore to understand the functionality and try to provide RCA for Tickets.
- She always quick in responding to the platinum and high priority INC's and been flexible taking different tasks.
- She had improved a lot in functionality prospective. she learned new things and applying her knowledge to resolve other issue.
- She is also working proactively for the bright idea GREP automation for Basics is to save the workaround time to retrieve information from servers for many policies at a time.

## Spotlight Award | Supraja Devaraju

---

**Application  
Punch Line**

**– BRMS  
– Honestly Impressive**



- Supraja Devaraju is working for critical OBS application in offshore Dev team.
- She worked on 6 User stories in the HMO Easy Pay project.
- She worked mostly on the UI related screen changes and the implemented new batch jobs in this Project.
- Maintain lower defects.
- Good communication among team members

## Spotlight Award | M. V. Pratyusha

---

**Application**  
**Punch Line**

**– BRMS**  
**– Trade With Trust**



- Worked as QA for SIMON app
- Created Regression Suite for EETT application
- Regression Suite in progress for CPR application.
- Clearly expressing issues with the team members and with onshore team
- Delivered release with excellent quality.
- Good communication with the team members and onshore team.

## Spotlight Award | Suman Banda

---

**Application** – BRMS  
**Punch Line** – The New Sign Of Success



- Suman Banda is working for critical OBS application in offshore SSMO team.
- He has joined recently and started working on high visibility EDMS PDF Download issue
- He has done POC and successful implementation of REST based client to interact with EDMS connecting through Layer7, Star gate and OIL
- Despite being new to the team he has shown tremendous commitment to complete this POC as per requirement

## Spotlight Award | Suresh Babu

---

**Application**                      - **BRMS QE**

**Punch Line**                    - **Removing obstacles**



- Suresh has worked on automation development and testing in-sprint with CICD pipe line for AHP OH MEWA project for Manage Customer and Manage Billing for Admin fee accounts.
- Suresh has developed automation scripts for 11 US in CI/CD pipeline for AHP indicator, OH MEWA and AHP management Fee Projects which brought huge time and cost savings for projects.
- Suresh has contributed efforts to complete the cycle 1 Integration testing for AHP- OH MEWA project. Despite having multiple delays from source system, team was able to complete cycle 1 testing on time.
- SDET Level 2 certification completed and enrolled to SDET expert level.
- Suresh has automated 294 test cases for Polaris scripts migration from UFT to ATDD framework, Prime scripts migration and ACIS scripts automated in ATDD framework.
- Suresh has contributed with 3 bright ideas bringing huge savings and helping better speed to market :
  - CSV payments import mock up file creation within the automation script to pay the payments
  - Fetching Customer and Invoice information by using Chat Bot
  - Bill validation using SQL only



## Spotlight Award | Abhay Varma

---

**Application** - BRMS QE

**Punch Line** - The New Sign Of Success

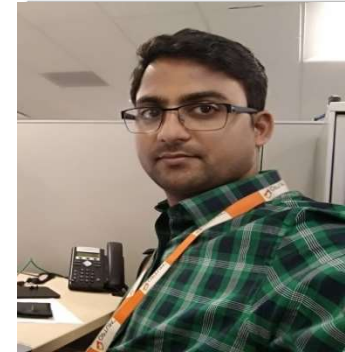


- Abhay diligently worked on multiple project deliverables like eSB FMSI, CFAS Modernization & Consolidation with FAS, ACIS Migration release 3 – OBPP testing and Medica
- He has been appreciated and recognized for his great performance by the system analyst, onshore leadership and different stakeholders
- Abhay ensures timely and quality deliverables for all his assigned tasks
- He effectively and proactively interacts with system analyst, onshore counterparts for understanding requirements and capturing them in test scripts to ensure 100% coverage
- He successfully delivers tasks without any time slippages and ensures the user stories get completed in the planned sprint itself and doesn't get moved to next sprint

## Spotlight Award | Chandan Gupta

---

**Application** - AllSavers  
**Punch Line** - Dedicated, Enthusiastic and Flexible



- Chandan has been acting as onshore coordinator for Wings & Claws Scrum Team and also supporting AllSavers, Safes OM team during onshore time. Chandan has been a single point of contact to lead 2019 Portfolio Plan addition features as part of critical Blue Chip project for June release.. Chandan is capable to work independently & takes complete accountability & ownership of his & team tasks.
- Chandan has shown flexibility to incorporate multiple Plan addition changes on the fly to incorporate plan business updates. Business has been very dynamic & Agile in plan requirement considering competitive business nature, Chandan has created utility to in-corporate changes in plan to prevent impact to Sprint Planning & ensuring Speed to Market & Value.
- Apart from Scrum team work, Chanda has also actively contributed to high priority critical OM issues during US day time to ensure Business as usual. He has been appreciated by Onshore OM team members for his collaborative behavior.

## Spotlight Award | Ravi Teja

---

**Application**

**- AllSavers**

**Punch Line**

**- Dedicated & perfectionist.**



- Teja has been proactively helping dev team to replicate the issues on their machines which resulted in completing the defects/User stories on time with out spill over to next sprint.
- Worked with performance team to perform load testing to make them understood, the all savers project and for creation of all savers and safes users.
- Worked closely with BA's to understand the requirements and existing functionality to create new US's and features giving the suggestions to update the acceptance criteria.
- started automating test cases as part of user stories in sprint.

## Spotlight Award | Pankaj Gaur

---

**Application**                      - **AllSavers**  
**Punch Line**                    - **Dedicated, Enthusiastic and Flexible**



- Pankaj has joined AllSavers team as developer for Nuts & Bolts Scrum team. Pankaj has exhibited excellent grasping skills by quickly learning complex AllSavers functional & technical architecture and played a key member role in critical May release.
- Pankaj has done very good job in the implementation Randomization, Radius functionality, new pagination CSS and UI part of provider search for Blue Chip Gatekeeper project.
- He also proactively resolved critical last minute changes to ensure successful release.
- Pankaj has shown dedication and committed to the work, despite of his planned PTO's he has extended his time to complete the user stories in the expected timeline.
- Overall, Pankaj has shown zeal towards the implementation of Gatekeeper & PDL project

## Spotlight Award | Archana Pandiripalli

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Being very agile in playing any role.



- Stepped up to swarm QA needs for Provider loading, right before go-live, which helped High5 hit its deadline and kept HPG2 launch on target
- Took up NPI job performance tuning task and improved the performance by 89%, which is outside the SA task
- Assisted the team along with carrying out the daily scrum work by playing multiple role like SA, QA and DEV
- Successfully carried out the SA task of the entire team in the absence of the team's other SA.

## Spotlight Award | Rohit Goel

---

**Application**                    - UHOne 2.0  
**Punch Line**                   - Great show ...



- Worked on a highly complex policy packet jobs and migration of job from Talend enterprise edition to Talend open studio for savings.
- Gave KT to whole project team on Github, Jenkins, XL Release, TWS. Gave KT to new team members and helped them in getting understanding of project as well as of the tools used in Projects.
- Reducing manual efforts for making Jenkins and XL Release creation as smooth as possible.
- Currently working on enhancing more knowledge on microservices and trying to new technologies like Big Data and Data science. Also attended the KT on Tableau Software.
- Worked on correcting 80+ job stream in all the regions in one week to remediate a production.
- Working on Dev-Ops Model efficiently. Expertise in Development, deployment and testing. Expertise in Talend, Mulesoft (Microservices), Git Hub, Jenkins, XL Release.

## Spotlight Award | Swapnil Patel

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Very agile and flexible.



- Though she is a fresher and joined our team in Jan-19, she picked up a few things in automation and functional so quickly that she is actually helping other team member's in their blockers.
- Very flexible and despite being from Dev background, quickly adapted to QE role and started delivering values on complex projects.
- Learned test automation in no time and voluntarily participated in QE/SDET transformation journey.

## Spotlight Award | Shreya

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - No shortcuts to success



- Enhanced her test automation skills and has contributed to the E2E test suite by automating 3 interfaces
- Contributed to the innovation idea of Talend code review tool to automate 3 features
- Enhancing her Facets skills in Eligibility and Finance to increase her domain knowledge
- Cross Skilling herself by learning Talend so that she can play multiple roles as when required



## Spotlight Award | Dhawal Jain

---

**Application**                      - UHOne 2.0  
**Punch Line**                    - Realize. Focus & achieve



- \$45k /year anticipated savings from the BI for Talend checkpoint
- Actively working on BI for Environment checkout validations automation
- Cross Skilling himself to be a full stack developer and working on Talend as well as Mule stories
- Mentoring the team with their BI implementation for Test Automation via Talend jobs
- Enhancing his Facets skills in Eligibility and Finance to increase her domain knowledge

## Spotlight Award | Ravi Kittur

---

**Application**

**- UHOne 2.0**

**Punch Line**

**- Insightful thinking. Real world solutions**



- \$32K saved/year from Macro Utility for Disclaimers
- Ravi is SME for Facets Customer Service ,CMU & SFTM in the Business Configuration Team
- Collaborates with business and mentors the offshore Configuration team in their work
- Transitions his knowledge on Providers and Customer service to ensure the team is up to the speed on the same
- Helped in improving the efficiency of the business operations team by helping them with the use facets Hotkeys rather than mouse

## Spotlight Award | Ruchika Patro

---

**Application**                      - UHOne 1.0  
**Punch Line**                    - Enthusiastic and energetic



- Ruchika has been working as Mainframes Developer in UHOne Claims team. She is always the game for picking up any new tasks and often volunteers for same.
- She has good analytical skills which was apparent in work related to project – Processing Claims older than 3 years, TriTerm etc.
- Ruchika has taken up responsibility of Scrum Master for Claims team which is in addition to her regular development tasks.
- She has been a good team player and does a really good job in motivating team for various technical and cultural events.

## Spotlight Award | Chirag Tyagi

---

**Application**                      - **Facets Dental**  
**Punch Line**                    - **Mr. Dependable**



- Chirag has been an astonishing performer may it be Rally discipline, True to commitments or Supporting other team members.
- His contribution in migration of Dental APIs from Layer 7 to Stargate and in making APIs ready for OSO deployment is remarkable.
- He is totally dependable, a doer and a go to kind of person in team

## Spotlight Award | Jessica Manuel

---

**Application**                      - **Facets Dental**

**Punch Line**                     - **Performer**



- Jessica has recently involved in EIEI deliveries to speed up work and she is doing that very diligently.
- She has owned one part of this application, identified issues quickly and fixed them.
- She is working as SME for this application and comparing the counts with PROD, performance optimization and all the other bottlenecks to ensure smooth sailing for UAT.
- She was doing outstanding efforts in other project deliverables and also actively involved in Oracle BPM upgrades.
- Any complexity was not a deterrent to her and her efforts , to ensure, closure of tasks assigned to her, is laudable.

## Spotlight Award | Abhishek Saxena

---

**Application** - Facets Dental

**Punch Line** - Innovative



- Abhishek has joined our team few months back and quickly picked up on EIEI redesign project.
- He has been instrumental in creating tool for model rule conversion from front end which will save us huge amount of time while creating model/coded rules.
- He did code management as per MVC design to make it reusable and flexible.
- He is suggesting new ideas & mentoring offshore team in resolving technical issues.
- His learnability, adaptability and flexibility has been very helpful for the entire team.
- He truly lives the values of Quality, Performance, Collaboration and Innovation.

## Spotlight Award | Nirmal Konala

---

**Application**                      - **Facets Dental**  
**Punch Line**                    - **Quick Learner**



- Nirmal is continuously receiving appreciations from our onshore partners for timely & quality delivery and proactive in application monitoring's.
- Nirmal successfully completed the AEM upgrade by exceeding the business expectations.
- He performed many reverse engineering activities in application, presented observations to business, took approval and fixed it, which helped to improved the provider experiences.
- Nirmal give his best to make DBP application 100% availability.

## Spotlight Award | Hari Krishna Valiveti

---

**Application** - TOPS SOS

**Punch Line** - Quick learner, Hard working, Flexible.



- Hari has been working as Software Engineer for TOPS SOS project. He is dedicated, flexible and hard working. Being new to project like TOPS, he has shown great amount of interest in learning and understanding TOPS.
- In last 3 months, Hari has worked on nearly 10 intakes among them 2 are CODED items.
- Being fresher to TOPS team, he completed Intake 184802 belonging to HSS pricing functionality in just 3 days.
- Recall is one of the toughest functionalities of TOPS. For the first time Hari worked on Recall Intake 189410/193349 which was very tough to recreate. With very minimal mentorship, he was able to recreate, got to the root cause and even suggested code fix.
- On another Intake 185236, he had to analyze front end modules. He learnt BTMQ processing very quickly and suggested code fix for this intake.
- He tries to read Project related documents and related them to technical coding whenever needed. This helps to minimize turn around time on the assigned tasks.
- He is a quick learner. So far her has worked on many TOPS areas like - Recall, MTPR, HSS Pricing, Overrides etc.



## Spotlight Award | Mahak Mirza

---

**Application**                      - TOPS  
**Punch Line**                    - Flexible and Hardworking



- Mahak has been working as Senior Software Engineer in the TOPS Core Adjudication pillar.
- She is dedicated, flexible and hard working. Being new to project like TOPS, she has shown great amount of interest in learning and understanding TOPS.
- In last 3 months, Mahak has delivered two high impact projects –CXI Table expansion and Service Code mapping. She was able to drive development activities on these two projects without much intervention from SMEs. These projects had high quality scores.
- She has also been involved in ICN expansion project helping with the changes for the TOPS downstream modules which was critical for go live in May release.
- Being new to TOPS team, she has got great feedback from the onshore counterparts and has been able to drive home the credibility of the team
- She is a quick learner and very prompt in her response to queries from stakeholders. She has the right mindset to comprehend the requirements, solve for them and manage projects as a whole.

## Spotlight Award | Tiwari Prateek

---

**Application**

**- EAS**

**Punch Line**

**- Integrity, Innovation and Performance**



- Prateek is the top performer in EAS, he always available and his expertise in hunting issues and coming up with root-cause and apt fixes.
- He will always comes up with new innovative ideas which will reduce lot of EAS manual efforts.
- Prateek automated Log files monitoring tasks regularly which saved 720 hours yearly.
- Besides having too much on his plate, Prateek manages to relentlessly helps the team members.
- Very proactive and always available for all the high priority issue and resolve.
- It doesn't matter what the topic is, he always have an attention to detail, collaborate across multiple teams and come to the rescue.

## Spotlight Award | Kumar P S

---

**Application**                      - EAS  
**Punch Line**                    - Collaboration and Leadership



- Kumar is undoubtedly the trouble shooter in EAS, he is having vast functional experience which always helps the team to resolve / analyzing any the issue irrespective of criticality.
- He use to involved in the mentoring and bringing new team members to help with their understanding of functional and technical knowledge in a very short period of time.
- He has been always available for any support that is required to get the Individual's On Speed.
- Very proactive and always available all high priority issue and resolve.
- With very minimal supervision he is able to handle work independently, takes the leave and has been productive from day one and has left a great impression on his onshore stakeholders on many occasions.

## Spotlight Award | Preeti Chaturvedy

---

**Application**                      - UAT  
**Punch Line**                    - Quick Transformation



- Preeti is working on COSMOS CPA application where she has successfully tested Processor Selection Criteria, Open Selection Criteria Page for multiple processors and Site Table for Supervisors. She has raised **6 defects** for these applications resulting in good quality.
- She was a manual tester and have taken the challenge to learn Selenium automation. She has learnt the framework and is single handedly automating **Hospital Review Page**. Even though she is 100% occupied in her day to day work, she has devoted extra time in learning Selenium Automation.
- She is also helping her team with the basic issues they are facing while learning automation.
- Preeti has also cleared **QE-1 certification** and applied for **SDET**.
- She is a dedicated resource and having sense of responsibility towards her work.

## Spotlight Award | Kalaivani, B

---

### Application

- TOPS – UNET

### Punch Line

- Dedicated, Analytical and Enthusiastic



- Kalaivani is working in TOPS UNET Batch application. In short span of time she took the Mainframe training and learn the critical TOPS processing.
- Worked hard to make ready for Production support of critical UNET Batch trail.
- Resolved more than 30 incidents per month for Status of claims.
- Analysis of jobs impacted by DB2 and release activitiy on weekend.
- Analysis of Batch abend and code fix which avoid strip and reprocessing of the claim
- Monitor the critical Batch and alert early alarm to avoid any delay in the critical batch processing.
- Resolved 5-6 Business critical incidents related to downstream on time.
- Creating daily TOPS report, maintaining the Endeavor emergency elements and creating reports for Daily status report.

## Spotlight Award | Ragul, E

---

**Application**

**- TOPS – UNET**

**Punch Line**

**- Dedicated, Analytical and Enthusiastic**



- Ragul is working in TOPS UNET Batch application. In short span of time she took the Mainframe training and learn the critical TOPS processing.
- Monitor the claim tracking system and resolve the imbalances. Taking care of 3 variants which resolved 60 incidents per month.
- Resolved more than 30 incidents for Referral which is business critical per month.
- Root Cause analysis of missing Prefix and Suffix Provider detail from B2B which will save 7 incidents per week.
- Analysis of jobs impacted by DB2 activitiy on weekend.
- Resolve the Payment engine check related issues. Closed 16 business critical issues.
- Monitor the critical Batch and alert early alarm to avoid any delay in the critical batch processing.
- Creating daily TOPS report, maintaining the Endeavor emergency elements and creating reports for Daily status report.

## Spotlight Award | Pusarla, Ushasri

---

**Application**                      - **TOPS – FE-EMC**  
**Punch Line**                     - **Dedicated, Analytical and Enthusiastic**



- Usha is working in TOPS Front end Batch and FMR application. She is having good knowledge of Accum and other critical process which helps the system more stable.
- Performance tuning of CART report M5293VEN which resulted reduction of CPU 5 times(15 min to 3 mins).
- Remediation of more than 10K Accum claims for Marsh & McLennan and Regeneron vendor.
- Root cause analysis and fix of critical Accum RX TRXNS DQ/DR report.
- Monitor and report the High dollar claims for adjudication to avoid the Interest.
- Identify the Jobs in Front end application which is not required. It will avoid the CPU and DASD cost.
- Supported TOPS releases and help Dev partners to schedule adhoc jobs and work over the weekend.
- Production support of TOPS Front end application actively with no support.

## Spotlight Award | Tulabandula, Varun

---

### Application

- TOPS – FE-EMC

### Punch Line

- Dedicated, Analytical and Enthusiastic



- Varun is working in TOPS Front end Batch and FMR application. He is having good knowledge of Accum and other critical process which helps the system more stable.
- Remediation of claims stuck in BLBS status. 10 claims remediated every day which saves the 5 incidents weekly and avoid the Interest payment. It saves approx \$1000 per week.
- Correction of Save file claim value which saves 10-15 online abends per day.
- Remediation of High dollar BTMQ abends which saves interest of approx 20K per month.
- Remediation of 70-80 claims per week INAA,HWY,RPE,PRPR queues more than 15 days which saves the delay Interest payment.
- CHWY recon analysis and remediation of stuck claims whenever required.
- Learned Java and working to convert High CPU Batch to Java Job.
- Doing Primary and secondary support activities efficiently.



## Spotlight Award | Ather Shakeel

---

**Application**                      - **ORS ( Online Routing System)**  
**Punch Line**                    - **Dedicated, Analytical and Enthusiastic**



- Ather developed and executed a complex One-shot to correct 32K records which is Impacting ISET users, this resulted in saving of 21k by reducing helpdesk call volume
- COSMOS deployment hit a roadblock due to an issue identified during ORS testing, Ashish picked this up and closely worked with COSMOS and ORS business to resolve it within a week This was well appreciated by both COSMOS and ORS business.
- Increased availability of ORS region by 2 hours on Monday morning resulting in logging of 20K manual users doing work
- He closely review the region stability and address any storage issues rectified with his Infrastructure knowledge which can directly related to stability of claim Logging engines.
- Ather quickly takes action with all issues and is accountable in ensuring business is updated and issues are coordinated and resolved quickly.

## Spotlight Award | Bharath Pitta

---

**Application**                      - **TOPS**  
**Punch Line**                    - **Performance and Delivery Excellence**



- Bharath recently joined the organization and Commitment he showed from the start in delivering the part of ICN expansion Project is appreciated by the Development partner as he is being involved after ICN project delivered for the some batch work with Q2,19
- Bharath has done remarkable job in fixing the Broken chain ( Claims broken ) cases across all the engines well before the given timelines.
- Currently he is very vigilant in finding the Root cause of the issue related to integrated release and creating Daily abend report marking the release related issue separately .
- He is dedicatedly working on creating batch report replacing Macro which will result in CPU saving.
- He is very proactive towards analyzing and coordinating with the business around the issues faced by them and is always keen on resolving the Long pending stuck issues at the earliest in an independent manner
- He is currently being involved in the all the monitoring activities for the payment engines

## Spotlight Award| Manjinder Singh

---

**Application**                      - ORS ( Online Routing System)  
**Punch Line**                    - Dedicated and Hardworking



- Manjinder Completed Nine SA1-SA9 SOC audit this year independently and is well appreciated by the Senior leadership to complete this without error in well desired time.
- Manjinder worked on a critical remediation to resolve an ongoing portal issue. Developed One shot to correct all the 500ORS id in one go to resolve the long pending issue well appreciated.
- Part of Team to increase the Region stability of the ORS region on Monday by 2 hours which has been used by the manual adjuster of around 28K which is huge number.
- His overall contributions to the application helps in maintaining the SSMO metric goals green.
- Involved in major critical issues and help the team in all deployment, critical abends, critical activity, Remediation and cost optimization tasks

## Spotlight Award | Ruchi Madan

---

**Application** - CDB/EEMS UAT  
**Punch Line** - “Continuous innovation”



- Ruchi is working in CDB/EEMS. She has worked on EEMS end to end Automation. She supported Automatic Connection to WinSCP using java which helps in dropping the member file to a desired server automatically.
- She worked on test data preparation for .gps file for GPS application. It will convert the excel file data to .gps format which saves a good amount of time at the time of test execution.
- She has supported delivered all CDB/EEMS projects without any defect also the RPBs. There was never any issue found in her deliverables.
- She worked on many Production check outs and also provided support during weekends.
- She prepared documents like EEMS document including all EEMS application details and EEMS automation details

## Spotlight Award | Silpa Chintala

---

**Application**                      – **DMS (ELGS)**  
**Punch Line**                    – **Dedicated and Flexible**



- This spotlight award for Silpa is to be agile and willing to extend helping hands to our Scrum teams and perform testing on various user stories while existing QE resource were on long PTOs. While she was supporting our Dev/QE team on scrum side, she was also working on Kanban cards and production incidents. She ensured that none of the priority tasks are missing timelines.
- In last two months, she has worked with TOPS SOS Team and LMAs to get the solutions for TOPS Batch failure.
- She has also completed server builds to meet the SLAs for Dental job stream.
- She has also supported scrum Team for stage checkout and deployed projects without any defects.

## Spotlight Award | Ravindra Boyapati

---

**Application – DMS (Mission Control/DCS)**

**Punch Line – Dedicated and hardworking**



- Ravi has driven high performance and operational change in our Shutterfly applications over the last 3 months.
- Ravi has delighted our customers and helped with 3 critical war rooms and resolutions. In addition, Ravi is on top of incident tickets and provides immediate resolutions

## Spotlight Award | Alala Nagarani

---

**Application – DMS (ETS/ETSBE)**

**Punch Line – Sincere, Enthusiastic and Flexible**



- This spotlight award is to recognize Alala for her sincere efforts on monitoring of ETS/ETSBE servers. Due to her efforts, Team has been able to avoid few war rooms and no user impact to our applications.

## Spotlight Award | Sk, Saleem

---

**Application – DMS (Doc360/ACM Odyssey)**

**Punch Line – Dedicated, Hard-worker and Doc360 Extraction Team Expert**



- Saleem is a Senior Member/SME of Doc360 Extraction/Ingestion Team and been part of Team from Inception and part of Extraction Team for Past 2+ Years. He has provided Sessions and Mentored Team Members on File Comparison 3rd Part Apps like Delta Compart and Automation UI Tool.
- Saleem has taken up work of Doc360/ACM Odyssey and Currently Single Handedly supporting the QA Effort.
- He has played a Pivotal Role in Managing Onshore Communication in Doc360 Extraction Team and Doc360/ACM\_Odyssey; He maintains good relationship with Onshore Counterparts and Business.
- Saleem has shown Dedication and Flexibility in Supporting Project over the Weekend (when needed).
- Saleem has played Proactive Role in Tracking the Work and Assignments in Doc360 Extraction Team and now with the ACM\_Odyssey.



## Spotlight Award | Deepak Bhatt

---

**Application**                      – **DMS (DOC 360)**  
**Punch Line**                    – **Smart and Tech Savvy**



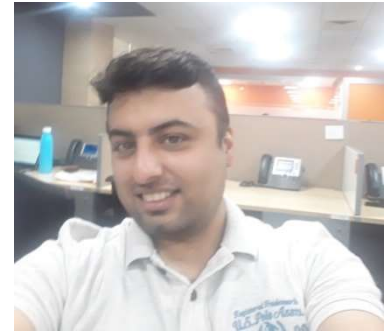
- Deepak Bhatt has proved himself to be a valuable asset . His dedication and persistence to achieve the better results every time is commendable.
- He is very smart and tech savvy and is a very great addition to the DOC 360 team.
- Worked on onboarding splunk into batch processor. And creating dashboard for easy analysis of issues .
- Helped EDMS team with Onboarding data group and reprint work .
- His dedication and zeal to learn is next to none. Has been a vital member of team and is always ready to take up new things.

## Spotlight Award | Ashish Tuteja

---

**Application – DMS (DOC 360)**

**Punch Line – Dedicated, Hard Working and Innovative**



- Ashish has become the pivotal member of DOC360 Migration team , with all his ideas to automate the work has hugely reduced from QA perspective. He has constantly been focused to automate any Testing work that lead to manual efforts. Below are few such requests that he worked to automate in Q1 and eliminate manual efforts.
- Ashish efforts helped in saving project hours by effectively communicating with integration partners.
- Ashish has created following automation scripts in Q2 :
- Has created a python script for Boneyard reconciliation and RIO reconciliation
- Has created a python framework for Doc 360 reconciliation and send out email report to OM.
- Ashish has received lot of appreciation from onshore stakeholders and business for his hard work and commitment.

## Spotlight Award | Raja Reddy Kummathi

---

**Application**

**- DOC360-OM**

**Punch Line**

**- Analytical skill, Flexible with support time**



- Raja is part of Doc360 Migration and OM team and has become core team member for Doc360 Extraction team.. He also own OM task
- He is Proactive and Flexible in taking new tasks and is part of Core Team supporting Extraction, ingestion and reconciliation for Boneyard and RIO.
- He takes ownership of incidents and follow up with users till closure
- He ensures his availability for the calls and meeting and provided all require update
- He takes care for extraction task and immediately take action in case of any issues encountered.
- He is good to analyze the error logs and provide resolution steps
- .His contribution towards extensive support over weekend and week days is appreciated
- He shows eagerness in learning new task and own it.