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**Amit K**

**Hartford, CT**

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**SUMMARY**

* Experienced Technical Project manager and Agile Leadersoffering 23Plus years of qualitative experience in IT Industry, performing roles from Project/Program Management, Agile Delivery PM to Program Scrum Master, and PMO practice both onshore and offshore over various geographies, in both Agile & Waterfall SDLC projects.
* Experience inleading all phases of diverse technology projectsfor various program, Business Intelligence & Data Analysis, Health Care Analyst, Data Visualization, Big Data Fiber(Hadoop) and Dashboarding, Legacy Database Migration, Transition, Reverse Engineering Software development, maintenance and application Production Support (ITIL)
* Excellent communicator; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams.
* KnowledgeofWaterfall and Agile project management methodologies[SAFE (SA)and Scrum Master Certified (SMC)]. Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets.

**PROFESSIONAL EXPERIENCE**

**Evelance Health (Anthem BCBS) June 2023 – till date**

**Sr. Productand ProjectManager (Management)**

* My responsibilities to ensure seamless delivery management and execution in end-to-end business solutions and to work with cross functional team in Utilization Management and Care/Case management space
* Woking with various Project teams in Agile model, and in-depth involvement in Agile practices and ceremonies
* Working with multiple scrum teams across Health care/case Management work streams under Utilization Management.
* Developed detailed project plans for EHR implementation, including timelines, budgets, and resource allocation.
* Strong understanding of EHR systems, healthcare IT infrastructure, and data management.
* Utilizing various program management skills, and collaborate across the organization to land programs and enable change.
* Manage complex programs by exercising healthcare and business understanding to drive the organization’s long-term objectives.
* Utilized EHR data for reporting and analytics to improve clinical and operational outcomes.
* Foster internal and external relationships; negotiates with external partners; guides and supports the efforts of cross-functional, internal and external resource teams, making decisions about priorities to drive programs to success.
* Proactively initiating cross-functional projects and processes
* Bring healthcare and program management expertise to shape the content, design, and execution of products and services.
* Responsible for executing and monitoring projects, programs, and services that increase engagement and participation, prepare and deliver key presentations to the leadership team.
* Acts as a thought partner to leadership in the development and prioritization of long-term strategies to achieve successful employee health outcomes Requirements Experience working on corporate (employee) health and/or in global health.
* Worked with Third-Party Administrators (TPAs) in a project setting and is familiar with their responsibilities, including claims management, plan administration, compliance and regulatory oversight, customer service, risk management, record keeping, data management, reporting, analytics, coordination with insurers, and cost management.
* Established and monitored key performance indicators (KPIs) to assess the effectiveness and efficiency of the EHR system.
* Coordinated comprehensive testing of the EHR system to identify and resolve any issues before full-scale implementation. please add TPA responsibility
* Continually improving processes, and working with large teams of stakeholders.
* Utilizing skills including MS PowerPoint, MS Excel and project management software to create Dashboards and reports and project health report
* Experienced in leading cross-functional teams to implement electronic health record (EHR) systems
* Helping in problem solving, performance monitoring and team leadership.
* Communicate effectively, both orally and in writing, with people at all levels inside and outside the company.
* Working with a variety of people and groups to achieve effective and efficient results.
* To thrive in a non-structured environment, deliver results through cross-functional collaboration, and manage multiple projects.
* Coordinate comprehensive testing of the EHR system to identify and resolve any issues before full-scale implementation.

**Aetna CVS, Hartford CT Apr 2021 – May 2023**

**Sr. Agile Technical Project/Product Manager**

**A**etna Inc. is an American managed **health care** company that sells traditional, and consumer directed health care insurance and related services, such as medical, pharmaceutical, dental, behavioral health, long-term care, and disability plans, primarily through employer-paid (fully or partly) insurance and benefit programs, and through Medicare. Since November 28, 2018, the company has been a subsidiary of CVS Health

Working on **Provider Relationship Management System** (PRMS). It is a tool that allows the manual review of provider data updates by the Provider Data Integrity Unit (PDIU), Network, Credentialing, and Provider Data Services (PDS) team; PRMS is a customer relationship Management application built on the Salesforce platform.

Currently Handling 4 Team

* PRMS (Salesforce and Distribution Engine) Administration Scrum Team,
* Operation team who manages operation activities of PRMS sales force team
* UAT team
* Business Enablement team – Who plans for the transition of new features set and Workflow to business and another stakeholder

**Roles and Responsibilities**

* Anchoring Operations and Admin teamwork – Act as a scrum master for the admin team and ensure the team is keeping to the commitments.
* Worked with various Project teams in Agile model, and in-depth involvement in Agile practices and ceremonies
* Worked with multiple scrum teams across Health care/case Management work streams under Utilization Management.
* Leading projects involving the setup, customization, and deployment of Zuora solutions, ensuring integration with existing systems like CRM, ERP.
* Utilized Agile or Scrum methodologies to manage the lifecycle of Zuora projects, defining sprints, user stories, and acceptance criteria.
* Manage Salesforce and DE license forecast and invoicing
* Direct the business enablement and UAT team members based on priority
* Run the daily PO stand up calls for Agile Train
* Work with the POs to understand their blockers and help with overall co-ordination between different efforts
* Help directors and senior managers to track the overall progress being made by the train and highlight emerging risks/ issues to me so that I can take it up as necessary with business and IT leadership
* Assist with PI (Program Increment) preplanning efforts
* Work alongside POs to ensure train backlogs are well defined and up to date in RTC
* Providing vendor management for resources working in team and KPA

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**Prudential Financial, Hartford CT Jun 2019 – Apr 2021**

**Sr. Project Manager**

Prudential is a multinational financial services leader with operations in the United States, Asia, Europe, and Latin America. Leveraging its heritage of life insurance and asset management expertise, Prudential is focused on helping individual and institutional customers grow and protect their wealth. As a project/program Manager I have to ensure the achievement of targeted business outcomes through the successful delivery of business and technology-focused initiatives and projects, ranging in size and complexity. I need to works with our business and technology leaders, understanding their strategy and needs, and driving alignment of the portfolio of work, as well as teams engaged.Also the expectation is to leverage SAFE/Agile expertise, both in my own contributions and as a coach and influencer driving adoption of Agile frameworks across the entire business.

Retirement Information Technology Solutions Today, Prudential Retirement’s technology portfolio of solutions is complicated as a result of many years of adapting legacy systems to current needs, resulting in inefficiency and lack of flexibility in meeting modern day customer demands.

* Manage the Retirement Technology Architecture portfolio which includes Application Portfolio Management, Architecture Enablementand Architecture related activities that connect to Prudential enterprise and business group initiatives.
* Worked with technical teams, business analysts, and stakeholders to define requirements and align Zuora with business needs, ensuring smooth data flow and accuracy in financial reporting.
* Assimilate technical needs of the project and its staff and articulate portfolio, program and project alignment to organizational priorities and governance processes to deliver on business outcomes
* Provide project services including but not limited to business requirements development, project planning, scheduling, estimating, change management, budget planning and project accounting, risk assessment, resource management user training, and organizational readiness planning.
* Facilitate engagement with internal and external stakeholders, ensuring strategic alignment, clear understanding of program / project goals and focus on delivering meaningful outcomes
* Define project scope and schedule while focusing on regular and timely delivery of value; organize and lead project status and working meetings; prepare and distribute status reports; proactively manage risks, issues and interdependencies; correct deviations from plans and remove impediments from teams; perform delivery planning for assigned projects
* Partner with multi departmental leadership and other stakeholders to ensure that teams are aligned, and projects successfully delivered. Develops key relationships and regularly interacts with leadership at all levels.
* Effectively communicate to individuals at all levels, clearly articulating strategy, plans, issue and actions. Successfully bridge technology and business understanding to ensure full alignment and foster partnerships.
* Define and develops project or program management best practices, processes, and policy to ensure alignment with corporate strategy and goals. Maintain consistent use of portfolio, program, and project management tools. Apply knowledge of development lifecycle approaches and frameworks to ensure team efficiency. Ensure change management requirements are identified and implemented as a standard part of program delivery.

**My Area of Work**

* Legacy Modernization (Planned till 2022) -Our client current technology architecture is a Big Ball of Mud–an interconnected mass of disparate legacy systems and data stores that don’t talk to each other.
* Our approach will help enable self-service and straight through processing leveraging shared experiences, configurable rules engine, a clean data foundation and a plug and play flexible core
* Mainframe Modernization, Application Rationalizations, New Admin Systems, Operational Data store Modernization
* OMNI – Core migration from Mainframe to UNIX platform and OMNI upgrade
* Enablement team for executing Architecture Runway (Planned till 2022) - Experience in launching new agile Architecture Release train teams to work on innovation and exploration work and also to prototyping and performing proof of concept of new product including product which utilize Machine learning and Artificial intelligence which can be leveraged for increased automation and customer experience for future development of product.

e.g. Sales forces features, Einstein Machine learning and AI features, IBM accelerators for Machine learning data mapping, Other advance self-service data mapping tools which will help sponsor center to automate the payroll data file experience rich.

* Customer Office Data Feed from Prudential Retirement – Due to the customer office’s mission toboth improve customer Experience across lines of business and to comply and support the businesses in regard to regulatory changes, the customer Office will collect data on customers. This data collection supports the requirements of customer due diligence Rule, Privacy Policy an effort to Improve costumer experience.

The Anti-money Laundering unit needs data to be collected into the User Database to ultimately calculate risk profiles with this data.

* My responsibility as project manager is to work with Customer Office IT team and identify those data needs automation in the form of Scope
* Work out with my team if it is a direct data move needs verses calculated data feed/services or new feed/services.
* Create level 0 to 4 estimates and provide costing of the project. Procure resources and work on the project design and schedule.
* Create a Project plan and communication plan to execute this data need projects.

**Anthem Blue Cross Blue Shield, Wallingford CT Feb 2017 - May 2019**

**Sr. IT Technical Project Manager**

Health Care Analytics (HCA) – HCA is responsible for driving optimal health insights for Anthem. As a group, our goal is to enhance Anthem’s ability to analyze health care costs, provide client reporting to support guiding, consultative dialogue and develop meaningful medical cost management initiatives across Anthem’s lines of business. More specifically, HCA provides healthcare reporting, analysis, consulting and analytical capabilities, helping to facilitate business decisions related to the cos of care, revenue and medical expense while optimizing selling, general and administrative (SG&A) expenditures.

**Projects Done Under HCA**

* Enterprise level CMS mandated project of converting SSN based Member ID number (HICN) to non-intelligent ID number- This change comes as a result of the Medicare Access and CHIP Reauthorization Act (MACRA) of 2015, which requires CMS remove SSNs from all Medicare cards by April 2019. This has broad reaching implication for Anthem’s Medicare business and potentially impacts Medicaid and Commercial business and systems where HICN is currently used.
  + Estimated impacted System 174-500 platform
  + Internal and External Impacts – Wide outreach (Medical and Medicaid)
  + Total project duration was 1 year 7 months
* **Anthem Health Cloud (AWS)**
  + Worked on cloud integration project for connecting all Blue shield and Blue cross data across different states under one cloud platform called Anthem Health cloud.
  + The initial application chosen were 27 application (pilot) data to be migrated to Cloud. My work was involved under Data migration project and we had mix of agile and modern waterfall team who were reporting work to me as part of the program.
  + It was a huge initiative and involved large traditional warehouse like (Edward) Enterprise data Warehouse and Research Depot   and other Data lakes layers which are in Hadoop, CDL (Common Data layer) and ADL (Analytical Data Layer) later used by data visualization tool like Tabloid as part of client reporting.
* Clinical Digital Coaching and Wellness (New product using LARK interface) - Anthem is casting a vision to offer our members a market-leading,digital coaching solution to manage their health and wellbeing, and to make smarter health care decisions.A unified, digital coaching intended to be a buy up replacement for Condition Care and Healthy Lifestyles as separate products, and modernize the channels by which members engage messaging, chat, video char, telephone).
  + Responsible for implementing sourcing HRS data, from Data lakes/ legacy Warehouse into BIG data Fabric (Hadoop)
  + Responsible for implementing sourcing data from BIG data Fabric raw landing zone to Common Data layer l zone(CDL)
  + Responsible for implementing sourcing data from CDL to ADL (Analytical Data Layer) for Client reporting team (Based in Tableau)
  + Multiple teams both in Traditional-Modern waterfall and Agile team. Onshore and offshore
  + HCA Ohio ISG HMO Network Split Project- The goal of this project is to take the existing ISG HMO network and split it into two unique networks. The Execution of this project will separate the HMO network into 2 separate networks, one for SG and one for IND, with different rate structures, fee schedules and composition for each. The data related to new network will start flowing to EDWARD (Enterprise data Warehouse and Research Depot). HCA product and provider teams will be testing the data from new network.
  + Designed and fully configured EMR/Professional &Enterprise EHR/Practice Management systems (Client Face Sheet, System Home Page, User level security rights, etc.) based on specified customer requirements.
  + Consolidation of GA(State of Georgia) Legal Entities – The project seeks to consolidate legal entities in states where it either decreases the impact of MLR Rebates or allow us to capture value from other initiatives that would take us below the MLR Floor. The effort is comparable to a consolidation of branding: everything including logos,letterheads,websites, member cards, business cards, etc., in the situation where we are changing from one company to another. Would also require changing the financial and billing systems to point to the new company.

**Travelers Insurance, Hartford CT (Property and Casualty Insurance) Jan 2006 - Feb 2017**

**Sr. Project and Delivery Manager( Claims, Business Insurance, Personal Insurance Bond, Business Intelligent)**

* Business Insurance- SBIS - SBIS currently running an aggressive modernization program on his pricing tool and as part of this program I was working on various benchmark tool initiatives for different lines of business on execution capacity. These apps are used to calculate benchmark price for a policy based on factors provided by Actuaries. Actuaries analyze the premium and loss data history of the policy and define pricing rating manual which is competitive with market, and it is used by Underwriters while rating the policy. Technology involved are SAS servers,
* Business Insurance application like virtual Workstation, Benchmark pricing tool, Next generation pricing tool, AME/Class portal, CL portal ($3 to $4.5 million portfolio internal resources).e.g.
* Managing Technology Currency Project related to Modernization of system with Microsoft and other products
* Managing a Portfolio under co sourcing model to manage various stakeholders, creating monthly score card and working with Global sourcing office to adhere to vendor best practice
* Creating and Maintaining Risk Log and Mitigation for the project and discussing the same with the team on periodic bases
* Identify and analyze potential issues and control “blind spots,” escalating to Management and proposing process and/or control improvements where appropriate.
* Work with Risk Management and other departments to develop operational workflows to help Management assess the strength of controls and identify opportunities for efficiency gains and/or cost reductions.
* Ensure that risks associated with business activities are accurately identified, evaluated, documented, and that processes are in place to measure, monitor, and control them when appropriate.
* Identify, review and ensure compliance with the laws and regulations which affect assigned functional ***areas***
* Personal Insurance- Handled program management in PI-PASD; which involves transitioning of 176 application to support the PI Prod Services new Reorg structure transition.
* Infrastructure wise alignment, Cost wise alignment ratherthan application wise resolution
* To pursuing ways to be more productive, more efficient, reduce costs
* Not expecting people to keep doing things the same way with a smaller number of people
* To broadened management span of control.
* Moving towards a technology focus vs an application-only focus
* To bring tighter, closer relationship with Development Services Team
* Applying risk Management Framework for any risk associated to the project.
* Bond- PMO –Bond area programs budgeting and resource using TM1 softwareand Program Management (Range from $5 million to 150 Million budgets.) Used Rally and Kanban
* Accountability for successful delivery of IT Project Constraints, Schedule, Budget, Scope, Quality, Benefits, Issue and Risk
* Works with system manager, Team Leads, IT Tech Leads, BA Lead and QA Delivery Lead to ensure successful delivery of project
* Works with Delivery/Resource Managers on resource planning
* Works with Vendor Partner Managers to develop plan, identify dependencies, milestones, deliverables, risks and issues
* Works with Business Customers to establish scope, develop benefits, communicate status and SME resource allocation
* Claims: Net1 Projects (Travelers and St. Paul Insurance Merger) - In 2004, the St. Paul and Travelers Companies merged and renamed itself St. Paul Travelers. As part of merger many modernization and system integration initiatives began such as Net1 in Claims Area in an effort to achieve an Integrated Claims workstation that supports multiple user roles for all lines of business functionality associated with claims processing in a consistent consolidated platform. In order to gain the operational

efficiencies of a singular platform, the focus has now shifted to migration of processing from the client server/host application to the web-based Claims Portal.

* Claims Infrastructure-ITOC level X -To provide service restoration for any high priority incidents and open problem tickets for high priority incidents which needs root cause analysis. To determine on all high incidents and engineer a released solution to the production environment. Taking complete ownership from discovery to solution for claims infrastructure related problem. It also involves providing solutioning, Server space management, Server configuration, Server restart and new infrastructure requirements etc.

**Hospital cooperation of America, Nashville, TN USA Jan 2002 - Jan 2006**

**Project Lead**

Assignment was to Initiate long-term project with HCA and provide value added IT services to develop, manage and maintain HCA's Core Business application. HCA owns and operates approximately 200 hospitals and other locally managed healthcare facilities in 24 states of US. The systems run on Mainframe and UNIX. Also supported 3rd party software such as Millennium and Genesis.

* Enrollment/maintenance of employees hired for HCA, providing them with different benefit schemes. It also deals with payroll processing of its employees
* Supporting Financial Reporting, which is divided into 11 applications. Major applications were General Ledger, Provider Credential Budget etc.
* Worked on Acquisitions (Mergers) & Divestitures of HCA Facilities (hospitals)
* Acquisitions: Acquisitions is a process of acquiring new facilities by HCA. Whenever HCA buys new facilities, the employees have to be setup in our System. The process by which these employees are Set up in our System is known as Acquisition

**Borders Outsourcing, Michigan USA Jul 2001 - Dec 2001**

The Borders outsourcing project included working on various platforms like IBM Mainframe, AS400 and Client-server, encompassing approximately 9.7 million lines of code in COBOL,CICS,C, VC++,CLIST, DB2, JCL.

**Target CooperationMinneapolis, St. Paul. USA Oct 2000 - Jul 2001**

* Target Corporation, a chain of superstores in US has acquired some other super store chains in US like Mervyns, Marshall Fileds, etc.
* Target Corporation now wants some of their IT systems to be implemented in Mervyns, Marshall Fields to keep uniformity throughout the corporation.
* I was responsible for making sure that my team is able to identify all such system jobs, assist in integration and perform parallel testing, compare before and after, support user testing, resolve any issues and errors before making it live to production.

**Missouri Medicaid [GTE] Sep 2000 - Oct 2000**

* It’s been an Enhancement Project undertaken by SYNTEL related to Medical facilities provided to the people by the Missouri Medicaid company

# EDUCATION

* Bachelor in SCIENCE (Comp Science) | Mumbai University
* SAFE 4.0 (SA) Certified
* Scrum Master Certified (SMC)
* PMP® PMI ID: 2755030
* Project Management Training - L&T Infotech
* Insurance Certification by AICPCU
* Six Sigma Certification – Yellow Belt