** Sri Kumara Swamy Thokala,** PMP®, SAFe 5®, CSM®

**Program/Project Management and Solution Architect**

Waterfall and Agile| Enterprise Integration and Migration| Solution Architecture| Cloud Migration

Quote2Cash| Healthcare| ERP| Data Management and Architecture| M&A

**Summary:**

* Accomplished professional with 18 years of proven track record leading software engineering teams with a distinguished track record on technically demanding projects and a certified PMP, SAFe5 Agilist and a Scrum Master.
* Business strategist and a solution architect identifying growth opportunities, expanding innovative programs, determining strategies for advancement, and converting them into action plan.
* Expert in agile and waterfall methodologies and Implemented projects in scrum, lean and scrum of scrums.
* Proficiency in all phases of SDLC involving planning, estimation and budgeting, capacity planning, resource utilization and optimization, release management, risk and issue management, continuous improvements, metrics collection, SLA adherence, enterprise reporting and stakeholder management.
* Experience handling large and complex integration and migration projects and programs of size over $ 2MN-20MN in emerging technologies.
* Designed and implemented solutions in cloud migration, database migration, enterprise integration and system documentation strategy and approach for multiple clients resulting in 15%-25% capital savings and 25% to 40% productivity savings.
* Managed and implemented data migration strategy for the client resulting in 50% reduction and redundant and duplication of data and 20% increase in system efficiency.
* Experience implementing Order2Cash (O2C)/Procure2pay (P2P) solutions in Credit Check and Customer Onboarding, CashApplication management, Collections, invoicing and Payments, and Deductions.
* Superior consulting skills providing healthcare payer subject matter expertise, effective enterprise architecture, cloud, and digital solutions.
* Working knowledge on healthcare functional areas including actuarial, rating and quoting, quote to card, claims management and revenue cycle management.
* Strong Healthcare Domain Knowledge and Handled Multiple Process Transformation, ICD-10 and HIX projects from Inception to Closure.
* Experience in handling Medicare and Medicaid projects and working knowledge on HL7 standards and HIPAA.
* Knowledge and experience on membership, billing, claims processing in relationship to HIPAA EDI 5010X12, ICD-10, 834, 835, 837 and 270, 271.
* Experience on Data collection, Data cleansing, Data Integration, Database normalization, Data integrity, Data Analytics, Business Analytics, Data visualization, Data modeling, Descriptive Analytics, and Predictive Analytics.
* Experience in vendor and contract management including, but not limited to, RFIs, RFPs, SOWs and SLAs.
* Proficient in Microsoft 365 Suite of products and apps (MS-Office, MS Enterprise Project Planning (EPP), MS-Visio, Power Apps etc.).
* Expert communicating skills across enterprise pyramid from leadership through Business Owners, BSAs, Architects, PMs and Quality Managers for all project needs and deployment activities.
* Excellent enterprise solution and data architecting expertise along with knowledge traversing through RDBMS and NoSQL Databases.
* Experience working with Jira, Confluence, Rally, ALM and MS office.
* People management skills with excellence in training, motivating, and mentoring high velocity top performance teams.
* Defined ‘Right fit’ processes for organizations to increase operational efficiency; and achieve baseline acceptance criteria and business outcomes.
* Astute planner with exemplary communication, analytical and problem-solving skills.

**Certifications:**

* **Certified Project Management Professional** (PMP) from PMI
* **Certified SAFe 5 Agilist** from Scaled Agile
* **Certified Scrum Master** (CSM) from Scrum Alliance
* **AWS Certified Solution Architect** from Amazon

**Employment History and Work Experience:**

**SAG-AFTRA Health Plan** Mar 2023 to Till Date

**Senior Program Manager**

Katy, TX

**Roles & Responsibilities:**

* Developed project plan, scope definition document, deployment approach, WBS, costs and get using functional point technique, resource planning and optimization, test strategy and acceptance criteria.
* Execute strategic and complex projects to cost, schedule, quality and performance expectations demonstrating superior project management skills.
* Responsible for delivery of core projects that include legacy migration of eligibility management system, Benefit Management System (BMR), MDM Migration, Claims Migration to Anthem Administrative service only (ASO) and DB re-design.
* Defined and implement change, risk, and resource management principles for project optimization.
* Manage implementations using project management principles, processes, and tools (MPP, Jira, Rally, MS-Excel etc.).
* Responsible for risk identification, escalation, mitigation, and issue resolution using RAID logs.
* Developed and deployed web hosted applications using modern web frameworks like React, Angular, or Vue.js, creating intuitive and responsive user interfaces.
* Collaborated with UX/UI designers to create visually appealing and user-friendly web hosted applications.
* Responsible for development and implementation of web hosted applications using modern front-end and back-end technologies (e.g., JavaScript, React, Node.js) that improved user engagement and reduced bounce rates.
* Conducted regular security audits and implemented security best practices to protect infrastructure assets and data.
* Led cross-functional teams in the planning, execution, and completion of environmental remediation projects, ensuring alignment with project goals and objectives.
* Partnered with the Client Development Manager to understand the project needs and come up with an overall scope analysis for their requirements and charter a project plan to implement the requirements.
* Establishing project communication plan. Handling project status reporting and Risk Management.
* Responsible for stakeholder identification and developing project charter, project management, risk management plan, communication plan.
* Huge experience in requirement gathering, documenting, and communicating business requirements.
* Project Status Reporting and Risk Management.
* Coordinate with clients on matters relating to the transition of the in-scope services.
* Facilitate scrum ceremonies including daily stand-up, backlog grooming, sprint planning, sprint reviews/demos and retrospective in agile and scrum of scrums environment.
* Assist team by enabling support from business and product owners and remove impediments.
* Determine ways to improve throughput, velocity and increase team productivity and flexibility.
* Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
* Implemented data validation and transformation rules to maintain data accuracy and consistency across integrated systems.
* Led and coordinated building system and software updating projects, ensuring timely completion within budget and scope.
* Conducted code reviews and implemented best practices to maintain code quality and consistency across APIs.
* Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
* Generating On-demand and Scheduled reports for Business Analysis or Management decisions using Tableau & Power BI reporting platforms.
* Work closely with product owners and product managers to compare progress of sprints to overall project progress.

**Environment:** V3 Claims and CRM modules and SAG AFTRA COTS applications.

**HighRadius Technologies Pvt. Ltd** Aug 2021 to Mar 2023

**Senior Program Manager**

**Clients:** Cummins Corporation, Iron Mountain Inc., Adidas, TD Bank Howard Hughes, Purolator, Honeywell, Shell, Kelly Services, Sanofi, Chart Industries, Fragomen, Adidas, Bayer, Arkema, Finning.

**Roles & Responsibilities:**

* Program Manager responsible for handling GI&SP Business Unit and its portfolio of projects.
* Proficiency in Accounts Receivable, Accounts Payable, Payments, reconciliation of accounts.
* Expert in HighRadius portfolio of products including Credit Check and Customer Onboarding, CashApp, Collections, Payments and Deductions.
* Implemented credit approval solutions for large organizations by digitalizing credit application, automating credit reviews, prioritizing credit workflows and integrating with trade networks and credit agencies.
* Transformed cash application process through improved efficiency, eliminating manual error, and realize higher match-rate accuracy with AI for matching payments to customer remittances and applying payments made via ACH, wire, card, or AP portal.
* Implemented invoicing and payment solutions by replacing client’s manual processes and accelerating invoice generation, delivery through automated portal, AR mapping with ERP, and enabling payments through ACH, wire and credit cards.
* Responsible for ensuring invoicing and payments solution interoperability and compliance.
* Implemented payment gateway solutions with PCI-DSS compliant platforms with 3rd generation processor tokenization eliminating need to store transaction information along with Level III payment processing reducing interchange fee.
* Modernize collections processes and keep Days Sales Outstanding (DSO) down with automation and AI insights, enabling you to focus on customers who need more high-touch outreach. Maintain a positive customer relationship, maximize payments, and positively impact your bottom line.
* Integrated third-party APIs (e.g., payment gateways) to enhance functionality and user experience on web hosted application.
* Responsible for managing the profit center with prime focus on customer satisfaction, seamless delivery and margin optimization. Develop or approve budgets and operations.
* Oversees the daily operations of the laboratory, including staff management, budgeting, and ensuring compliance with regulatory standards.
* Keep track of different variables of a project such as cost, schedule, scope, and deliverables on track.
* Weekly status reporting.
* Establishing project communication plan. Handling project status reporting and Risk Management.
* Adopted Agile methodologies and thoroughly applied communication & stakeholder management, risk management and cost management.
* Conduct status monitoring and reporting and provide progress data and transition performance metrics to client management.
* Implemented comprehensive error-handling mechanisms in APIs to provide meaningful error responses, enhancing developer and user experiences.
* Successfully identified and partnered with external vendors for system and software updates, negotiating favorable contracts and maintaining positive relationships.
* Managed budgets for system and software updating projects, optimizing resource allocation, and minimizing unnecessary expenses.
* Developed detailed budget forecasts and tracked expenditures throughout the project lifecycle.
* Initiate and set goals for programs according to the strategic objectives of the organization.
* Plan the programs from start to completion involving deadlines, milestones, and processes.
* Devise evaluation strategies to monitor performance and determine the need for improvements.
* Supervise PMs involved and provide feedback and resolve complex problems.
* Discover ways to enhance efficiency and productivity of procedures and people.
* Apply change, risk and resource management principles for project optimization.
* Read reports prepared by managers to determine project progress and issues, keep senior management informed with detailed and accurate reporting.
* Keep track of different variables of a project such as cost, schedule, scope, and deliverables on track.
* Work closely with development teams and DevOps teams to automate application deployment and scaling.

**Environment:** Amazon Cloud, Azure Cloud, Oracle ERP, SAP, Salesforce and HighRadius COTS products.

**Techzert Software Pvt. Ltd (IBM Partner)** Jun 2018 to Jun 2021

**Program Manager**

**Clients:** State Bank of India, SBI Life, Bank of Hong Kong, Max Life Insurance, India First Life Insurance, Indiabulls Housing Finance, South Indian Bank, IndusInd Bank and Yes Bank.

**Roles & Responsibilities:**

* Handle projects in multiple project methodologies and flavors including Waterfall, Scrum, Lean and Scrum of Scrums as per agreed budget and schedule.
* Provide expert consulting for projects in meeting desired business and technical goals and develop project strategies in line with consulting outcomes.
* Work closely with multiple work stream Project Managers, Business Owners, BSAs, and Architects to ensure proper elaboration and understanding of requirements and chart out best-fit solution for the requirements.
* Collaborated with finance/budget teams to secure necessary funding and resources for project execution.
* Establishing project communication plan. Handling project status reporting and Risk Management.
* Designed and implemented scalable infrastructure solutions using cloud providers like AWS, Azure, or Google Cloud to support high-traffic web applications.
* Collaborated with UX/UI designers to ensure a seamless and visually appealing user interface for web hosted application.
* Successfully integrated third-party APIs into existing systems, enabling seamless data exchange between different software applications.
* Implemented comprehensive error-handling mechanisms in APIs to provide meaningful error responses, enhancing developer and user experiences.
* Implemented data quality checks and validation procedures to ensure the accuracy and reliability of data from external systems.
* Incorporated sustainable practices in building system and software updates, contributing to the organization's environmental responsibility and long-term cost savings.
* Conducted cost-benefit analyses to evaluate the financial impact of remediation options, enabling informed decision-making and cost-effective solutions.
* Managing a team of 150+ IT professionals all experts in niche technologies.
* Responsible for overall cost optimization by structuring framework with characteristics that include Resource Pyramid Optimization, Fresh Talent infusion, cross training of resources, automation, and innovation.
* Creating project charter, project scope statement, and project management plan using standard SDLC methodology.
* Responsible for planning and deploying an approach for hiring, training, motivating and mentoring key resources spanned across multiple technologies and projects.
* Apply change, risk and resource management principles for project optimization.
* Clearly communicate the vision, goal, and product backlog to the team.
* Tracked and effectively communicated team velocity and sprint/release progress.

**Environment:** Amazon Cloud, Azure Cloud, IBM Cloud, AEM and Data Visualization Tools (Tableau, Qlik etc.)

**Cognizant Technology Solutions** Jun 2008 to Nov 2016

**Senior Manager**

**Clients:** AmeriHealth Caritas, Anthem, CareFirst, UHG, Cigna and Molina, BCBSNC,BCBSLA and BCBSMA.

**Roles & Responsibilities:**

* Execution of large multi-year and multimillion dollar projects under global delivery model and leading them to closure as per schedule and budget, adhering to best-in-class quality standards.
* Experience working with business teams and delivery teams in the process of analyzing, elaborating, documenting, and clarifying business requirements and manage scope.
* Develop project plan, work breakdown structure, estimates and budget using FP technique etc. for projects.
* Define and execute project governance framework ensuring adherence to standards, processes, and quality.
* Responsible for the design and architecture of a scalable and robust EDI solution.
* Design, develop and integrate EDI maps and processes to other Global systems.
* Manage EDI-related business support responsibilities, which include production monitoring, file maintenance, ad hoc reporting, and consultation with internal and external users.
* Experience working with TriZetto Facets Eligibility, Premium Payments, Benefits Management, Pre-Auth, Coding and claims management modules.
* Experience handling facets interface configuration for plan management, migration and integration and transaction generation projects.
* Lead and managed User Acceptance Testing (UAT) for Facets implementation of enterprise provider management and plan administrative module with emphasis on HIPAA regulations.
* Provided analytical solutions to the customers for Facets production issues.
* Responsible for Facets integration with client systems for ICD-9 to ICD-10 codes migration as part of Health and Human Services (HHS) mandate.
* Develop and implement strategies to support organizational initiatives (HIPAA 5010 and ICD-10).
* Generated On-demand and Scheduled reports for Business Analysis or Management decisions.
* Implement and maintain development best practices, process enhancements and best-suited tools for distinct projects with focus on innovation.
* Responsible for risk identification, escalation, mitigation, and Issue resolution.
* Responsible for internal and external stakeholder management.
* Actively sought feedback from end-users and stakeholders to make informed decisions for future system and software updates, improving user satisfaction and operational effectiveness.
* Status Reporting involving weekly project metrics reports to technical heads and monthly governance deck to business owners and leaders.
* Ensures data quality and accuracy, defines data governance policies, and manages data metadata.
* Responsible for Goal Setting, Talent Development and Performance Management of resources.
* Conducted in-depth cost-benefit analyses to evaluate remediation options, enabling data-driven decision-making and cost-effective solutions.
* Tracked and effectively communicated team velocity and sprint release progress.
* Mitigate and communicate risk associated with operational and technical changes.
* Establishing project communication plan. Handling project status reporting and Risk Management.
* Conducted regular budget reviews and adjustments, ensuring projects remained on track financially.

**Environment:** Java, .NET, Oracle 11g, SQL SERVER 2005, SSIS Package, FACETS, QTP and COTS Apps.

**BlueAlly (Currently Trianz)** Sep 2005 to Mar 2008

**Assistant Manager**

**Reamers Infotech** Jul 2004 to Sep 2005

**Business Development Executive**

**Clients:** Liberty Mutual, Brinks and Procter & Gamble

**Roles & Responsibilities:**

* Participated in JAD sessions, meetings and workshops to gather requirements from various stakeholders and SMEs.
* Preparing business and technical requirement document (BTRD) and creating functional specs to the last leaf.
* Performed GAP analysis and assessed As-Is processes through user interviews, data collection and analysis and design and evaluation of To-Be process solutions.
* Requirement analysis, use case creation, context and process diagrams creation.
* Database modeling, creating ER models and converting them into relational schemas
* User acceptance testing of business scenarios and end-to-end workflows.
* Conducting defect triage and team meetings to resolve defects, issues, conflicts.
* Support MIS and conduct PMR (Project Management Review) meetings.