

KONDAL KANDREGULA

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HEALTHCARE BUSINESS & TECHNOLOGY SENIOR LEADER STRATEGY | SOLUTIONS | OPERATIONS | GROWTH | TRANSFORMATION

SUMMARY

Strategic and results-driven healthcare senior leader and consultant with a track record of leading global teams, driving strategic solutions, growth, operational excellence, and innovation. Expertise in strategic leadership, digital & AI transformation, product strategy & development, M&A integrations, and tech-enabled solutions.

Healthcare & PE-Backed Clients: CVS Health, Centene, WellMed Medical Management, Optum Rx, Avita, DaVita Rx, Aptia, MedAssets, Pharmaceutical Strategies Group (PSG), Galderma, Alastin Skincare

Healthcare Industry & Domain: Payers & Provider Networks (Commercial, Medicare, Medicaid, Medicare Advantage) | PBM, Mail-Order, 340B, Specialty & Pharmacy Networks | Benefits Administration & Employer-Sponsored Plans | HealthTech, Digital Health, & B2B SaaS | Pharmaceutical & Life Sciences

EXPERIENCE

HEALTHCARE BUSINESS & TECHNOLOGY SENIOR LEADER

ITBM Consulting | 2020 – Present, 2012 - 2019

- **Valuation Growth & Market Expansion:** Scaled a B2B SaaS healthcare platform from \$50MM to \$225MM, executing product innovation, payer-provider technology solutions, and digital transformation.
 - **M&A & Business Integration:** Led 5 M&A integrations across North America, EMEA, APAC, and LATAM, unlocking projected \$100MM+ in synergies while expanding market share and operational scale.
 - **Product Strategy:** Led business solutions and product strategy for data/AI-driven payer-provider solutions, value-based care, and HealthTech solutions, driving revenue growth and payer/patient/member adoption.
 - **Operational Efficiency:** Reduced OPEX by 20%+ through cloud migrations, technology spend, and optimized clinical, revenue cycle, supply chain, and contact center workflows, while maintaining compliance and service excellence.
 - **Strategic Healthcare & Technology Partnerships:** Secured \$30MM+ in partnerships with MSPs, payers, PBMs, and HealthTech firms, accelerating growth and commercial differentiation.
 - **Enterprise healthcare & Digital Transformation:** Led business systems implementations, cloud, AI, and SaaS-enabled automation to improve pharmacy, clinical, supply chain, and revenue cycle efficiency, optimizing end-to-end healthcare operations.
 - **Portfolio & Programs Execution:** Led portfolio of healthcare & pharma projects, driving growth strategies, operational & technology scalability, and payer-provider solutions, profitability and value creation.
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DIRECTOR, PRODUCT MANAGEMENT & STRATEGY | *Concentrix* / 2020

- **Product, GTM, & Pricing Strategy:** Developed product, pricing, and GTM strategies, increasing B2B SaaS adoption and expanding enterprise automation revenue.
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SENIOR OPERATIONS & TECHNOLOGY LEADER | *CVS Health, IGT (Gaming)* / 2009–2012

- **Customer & Revenue Growth:** Led global business operations and CX innovation, driving a **40% increase in CSAT/NPS** and enhancing retention across healthcare and gaming sectors.
 - **Cost & Vendor Optimization:** Reduced operational costs by **50%+** through strategic outsourcing, automation, and vendor renegotiations, improving service quality and profitability.
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SENIOR ENTERPRISE PROGRAM MANAGER | *Citi Cards, Fontainebleau* / 2005 – 2009

- **M&A Execution & Revenue Expansion:** Led integration of **\$770M Citi-Federated merger**, driving market expansion and portfolio growth in consumer financial products.
 - **Business & Operational Transformation:** Directed customer acquisition and co-branded products expansion, increasing market share and **led multi-million dollars infrastructure and transformation projects with \$2B+ CAPEX investments.**
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SOFTWARE ENGINEER, PRODUCT & TECHNOLOGY LEAD | *TCS, Citi Cards* / 1998 – 2005

Product & Applications Development: Led product & applications development across retail and financial services, enhancing revenue, operational efficiency, and customer experience.

EDUCATION

MBA, Southern Methodist University, 2023

Master of Technology in Engineering, Indian Institute of Technology Kharagpur, 1998

PRIVATE EQUITY (PE)-BACKED COMPANIES

Avita (Kinderhook), PSG (Blue Wolf), Galderma (EQT Partners), Alastin (Life Ventures), Aptia (Bain Capital)

PROCESS & COMPLIANCE

HIPAA | CMS | HRSA | GMP | SOX | ISO | FDA | SOC2 | HITRUST | ITIL | LEAN | AGILE | AI/Cloud Security

RECOGNITION & AWARDS

Citi Service Excellence, Quality Leadership, Star Awards, Business Card Product, DaVita Excellence Award