Shilki Gupta

Nominated by Nikhil Jain

**Describe the nominee’s role.**

Shilki is Technical & Delivery Lead with CYC Core (ConnectYourCare) Team. Her role includes to manage the end to end delivery of the the projects to cater new requirements as well as system stability for Optum Notional Business, build & manage high performing teams.

**What customer(s) does the nominee serve?**

CYC application is aqcuired HBA (Health Benefits Account) Platform for Optum Business with Optum Financial Services (OFS) administrating both notional accounts (FSA, HRA, HIA, RMSA, Lifestyle, Prakint & Transit Spending Accounts) & Non-Notional (HSA, HSAOD) for close to 10K employers & 3M Active Accounts.

**Tell us about a time when the nominee created an exceptional customer experience.**

Shilki's methods are very customer-focused and delivery-oriented. Three platforms for notional business are available through OFS: CAMS (in-house), CYC (acquired), and Wex (vendor managed). By providing all the information needed to make this decision, Shilki played a crucial part in the leadership and business decision to make CYC the future go-to platform for Optum Notional Business.

She took the lead in implementing multiple improvements to the business logic, such as matching card swipes with health plan carrier claims and expanding the permutation and combination of the copay matching logic, to increase the auto substantiation rates of payment card claims. As a result, she improved the auto substantiation rates for, for example, FedEx employer from 75% to 90%, or 200K claims per month. This lessens the burden of submitting a Claim and improves the customer experience. Additionally, it can drastically save administrative costs and raise the precision of expense reporting.

Working closely with Business, Operations, and Vendor, she proposed and executed solutions to the problems relating to "Mitec" Vendor's adjudication of Claim, which was resulting in improper Payment for denial of the Manual Claims. This decreased consumer annoyance and administrative burden on the operations and call centre teams.

The CYC system had a high batch failure rate, which caused delays in enrollment, contributions, claims processing, and other processes, resulting in a lot of manual workarounds and unsatisfied customers. For example, the contribution batch had a failure rate of 18% every month, which has now decreased to 0%. Shilki identified the batches with high failure rates, their failure reasons, and had the problems fixed for those batches.

Another instance of how Shilki demonstrated her customer-centered methodology is got with CYC being a legacy system that had 100+ legacy defects. Shilki analysed, prioritised, and got the high priority defects resolved, which resulted in a 40% decrease in the defect density.

**Describe how this nominee consistently demonstrates the behaviors of a Super Hero (fosters inclusion and collaboration; takes initiative and risks; positively influences teammates and customers; demonstrates resilience and resourcefulness; supports innovation and creativity).**

Shilki is highly adaptable in both her personality and manner. She may simultaneously perform the roles of Delivery Manager, Dev Lead, QA Lead, Scrum Master, and Product Owner. She started from scratch and created the high-performing, autonomous CYC Core team, which was entirely based in India and had many tracks and scrum teams, including Tech Upgrade, Run the Business, Operational Efficiency, and Batch Hardening.

She has led the team's growth mindset culture as she made the shift from a background in quality engineering to that of a software engineering manager. She is also assisting QE team members in making the switch to development. She led CYC Core's automation journey, during which we created an automation framework from scratch and have since automated about 45% of regression scripts i.e, 200+ Functional Scripts in a matter of 4-5 months. Due to the significant reduction in testing requirements caused by this Automation, we were able to migrate from AWS to OCI in just one month.

She is also closely collaborating with the Business and Operations teams to find and execute opportunities that will enable them to manage their daily tasks more effectively and speed up the process of resolving issues that end members have raised.

She is also assisting in reporting Leadership - CIO/VPs of the Monthly OKR's progress.

**Summarize why this nominee is a Super Hero.**

Shilki is highly adaptable & Delivery oriented in her approaches, she continues to find ways to deliver fast, enable self independent high performing teams. Also, find oppurtunities to improve the CYC System stability, Manual work reduction, improve Customer experience.