1. Describe the nominee's role, including the customer served, in 2023. (500-character limit)

Sundar is a Subject Matter Expert for CAMS and CYC Applications and a Senior Developer with the CAMS DevOps and CYC Core Teams. He supports both the teams on resolving business critical day-to-day issues, designing new and robust solutions, working with a collaborative mindset with many other teams within the domain. He works on the forefront of any high priority business or technical issues which the teams encounter to remediate a quick fix for the issues.

1. Tell us about a time when the nominee created an exceptional customer experience in 2023. (250 character minimum; 1,500-character limit)

Sundar works on issues with a quick thinking and is always focused on the pain points of the customer and business needs.

When there was an issue identified with the CAMS Payment Cards where the members were being paid for services which may not be under their coverage, Sundar worked with the business and the cards teams to design a solution, which would identify such claims and notices to be sent out to members to substantiate them. He worked on implementing it and set up multiple probes which would send out daily alerts to business averting legal issues and cut down financial impact since unsubstantiated claims will not be paid.

In another instance, Sundar saw an opportunity in modernizing the legacy NACHA batch which is responsible in funds transfer between members accounts which was causing heavy financial impact due to repeated failures and low throughput. Sundar designed a modern solution which would mitigate all the payment issues encountered by the CYC Core team. Going further he worked on modernizing many such critical batches.

Sundar also worked on quickly building a fix for an issue with unsent claim payments, which was fixed and delivered to production in less than a week which would have resulted in huge financial penalties to Optum as there were delayed payments.

Earlier this year Sundar has worked on countless issues with the CYC Core payment cards and their integration to the new API’s which enhanced the member experience by making the cards management easier.

1. Describe how this nominee consistently demonstrates the behaviors of a Superhero (fosters inclusion and collaboration; takes initiative and risks; positively influences teammates and customers; demonstrates quality work, resilience, and resourcefulness; supports innovation and creativity). (750-character limit)

Sundar is highly collaborative and is an approachable team player. On any occasion that the team would face any challenge that would hamper the progress of delivery, Sundar volunteers to take up the challenge and resiliently work with the teams involved to remove blockers for the team.

Sundar never steps back from working on critical issues where he is on the forefront of the CAMS and CYC Core teams, always looking for any opportunities to improve the technical and functional performance of the application.

Sundar is quick thinking, where he can improvise solutions for any issue that requires urgent attention without compromising on the quality given it is time sensitive.