

NITIN KAPOOR

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***Delivery Leadership| Program Management| Consulting| P&L Management| Business Development
Digital & Data Engineering|***

EXPERIENCE SUMMARY

- ✓ MBA, BE (Computer Science). 20+ years of global **experience in leadership roles** across service delivery, program management, technology product management, and business development.
- ✓ **Part of the leadership team at CitiusTech** (a leading healthcare and life sciences IT services company) and **as the market delivery lead for Life Sciences vertical, lead the P&L** scaling it at 45% CAGR in 1.5yrs
- ✓ **Program managed large and complex business transformation initiatives** for CitiusTech's strategic clients, that include implementing a claims administration platform for a health plan in the US, and providing engineering, RPA and integration services.
- ✓ **Conceptualised, designed, developed, and marketed 'Healthcare Insights (HInt)'**, a technology platform for improving healthcare quality & patient engagement. Led HInt's certification by NCQA for HEDIS
- ✓ **Strong domain expertise** across healthcare (payer, provider) and life sciences industries.
- ✓ **At Wipro, scaled its Analytics and Information Management (IM) business across Australia & New Zealand** to \$45M over 4 years, achieving a CAGR of 65%. Established CXO relationships with customers, partners and analysts.
- ✓ At NTT Data, led the Business Intelligence and Information Management practice and **developed & positioned new service offerings, established new technology partnerships**, and mentored a team of 500+FTE.
- ✓ Led 30+ strategic consulting and software implementation projects for global clients.
- ✓ Extensive experience in pre-sales, deal structuring and negotiations, and managed \$100M+ deal pipelines

EXPERIENCE DETAILS

***Vice President and Market Delivery Lead- Life Sciences
CitiusTech, Bangalore***

2023 - Present

At CitiusTech, Nitin **heads delivery and solution definition for the life sciences vertical**. His charter is to:

- ✓ Develop and implement strategies that nurture and grow accounts, enhance quality of engagement, promote adoption of new technologies, and deliver customer delight while ensuring operational excellence. Engagements are in the space of implementing cloud native applications, analytics, technology modernization, generative AI, & business transformation.
- ✓ Building, leading, and mentoring a large, cross-functional team, fostering a culture of innovation, collaboration, and continuous improvement.
- ✓ **Lead the P&L for Life Sciences vertical** practicing skills in financial analysis, estimation, budgeting, commercial optimization.
- ✓ Formulate organizational policies as **part of the CitiusTech leadership team and member of the CitiusTech Policy Committee**.
- ✓ Representative engagements include-
 - For a pharma and medical device company specializing in eye care, **designed and developed a cloud based surgical planner application** that is integrated with in-house and 3rd party medical devices.
 - For a pharma co., **implemented a real world data search platform by using GenAI technologies**

**Vice President, Asst. Vice President, Independent Consultant – Strategic Account Lead, Payviders
CitiusTech, Bangalore**

2020 - 2023

As a 'Strategic Account Lead', Nitin was accountable for leveraging CitiusTech's cross functional capabilities in delivering complex and innovative solutions to our **payvider clients**. This has given him a good appreciation of needs of both, the payer and provider industries. He advises customers on transformative initiatives and delivers them along with his team of cross functional experts. Representative engagements:

- ✓ For a leading payer, Nitin **program managed a multi-year business transformation initiative that included technology modernization and rationalization by implementing HealthEdge HealthRules** Payor (replacing Trizetto Facets) for all lines of business. Leveraged intelligent automation, adoption and integration of multiple SaaS applications and establishing CoE's for continuous improvement and improving adoption/maturity. **Received the CEO award for best transformation initiative in 2023**
- ✓ For a specialty provider, conceptualized and designed a patient intake solution to streamline operations and improve patient experience using MS Azure.

**General Manager - Practice Head Healthcare Analytics, Chief Architect Healthcare Insights Platform
ITC Infotech, Bangalore**

2016- 2020

- ✓ **Established and scaled a profitable and growing data & analytics business** with a focus on global healthcare and IoT analytics. Defined the strategy, hired and mentor a highly skilled team of business and technology professionals. Led consulting, pre-sales, solution conceptualization & development, client engagement and delivery governance.
- ✓ **Conceptualized, designed and developed several world class industry solutions that constituted the GTM strategy. As product owner and chief architect of 'Healthcare Insights',** a cloud based, voice-enabled artificial intelligence (AI) platform for healthcare organizations, employed design thinking practices to conceptualize multiple solutions that improve:
 - **Quality Maximizer:** Unified framework to calculate, report and submit quality scores across various quality programs. Use machine learning techniques to improve healthcare compliance (and scores).
 - **HealthyMe:** A framework to personalize patient/member engagement using advanced analytics. Implemented a solution for promoting long term health and wellness using a personalized engagement and rewards approach. Persona identification and build.
 - **Population Health:** Analytics based patient segmentation and risk prediction.**Healthcare Insights was certified by NCQA for HEDIS. Key technologies- HIVE, HBase , Spark, Tableau, Python, R. Cloud – MS Azure.**
- ✓ As the **client partner for our largest healthcare customer** (a \$13Bn healthcare system in California), I was responsible for business acquisition, initiation and governance across multiple projects.

**Global Practice Head – Business Intelligence and Information Management
NTT Data (erstwhile Dell International Services Pvt. Ltd.), Bangalore**

2015 – 2016

- ✓ Setup a **competency center focusing on business intelligence, big data and information management**. Led building technology offerings, solutions and skills especially in healthcare.
- ✓ Consulted, defined and implemented analytics & DW strategies and roadmaps for various healthcare customers. Developed a good understanding of the US healthcare market.
- ✓ Established and leveraged business partnerships with multiple technology vendors to co-innovative and develop solutions for meeting client needs in areas of Data Security, Big Data and BI

**Practice Director and Chief Architect, Australia & New Zealand (ANZ) - Analytics and IM
Wipro, Melbourne**

2011 – 2015

- ✓ **Client engagement and business development for Analytics and IM business across Australia & New Zealand.** Delivered a **CAGR of 65% to grow the business to \$45Mn**. Proficient in contracting & project financial management. **Structured and pursued large and complex transformation deals.**

- ✓ **Won several new clients and initiated strategic client engagements** such as
 - Wipro's first SAP HANA project to support smart meter analytics,
 - A large data transformation project on merger of two large organizations,
 - Positioning and sale of Wipro IP to accelerate data transformation initiatives etc.
- ✓ **Established CXO relationships with customers, partners and analysts.**

Global Practice Manager –BI & IM, Government
Wipro, Bangalore

2009 – 2011

- ✓ Defined the Go-to-Market strategy and identifying relevant solutions for US govt.
- ✓ Partnered with Oracle to co-develop the Tax Analytics solution.

Pre-Sales Consultant – BI & IM
Wipro, Pune

2007 – 2009

- ✓ Led BI and IM solution definition and consulting. **Serviced a deal pipeline >\$100Mn, with a healthy conversion ratio. Led due diligence for large (~\$100M) deals and advised on transition strategies.**
- ✓ Regularly advised clients on realizing their information goals, played 'opening batsman' for multiple projects

Information Architect, Project Manager, Business Analyst
Wipro; India, U.S., UK

2004 – 2009

Executed multiple Business Intelligence and Data Warehousing projects for clients across CPG, Energy and Utilities industries. Established a strong foundation in various disciplines of information management during this period.

EDUCATION

Degree/Program	Institute/University	Period
Post Graduate Diploma in Management (MBA)	T.A. Pai Management Institute, Manipal, Karnataka	2002-2004
Bachelor of Engineering (Computer Science)	Pune University, Maharashtra	1997-2001

TECHNOLOGY SKILLS

- ✓ **Analytics:** Implementation of popular machine learning techniques. Adept in using Python for data science
- ✓ **BI & ETL:** All popular BI & ETL technologies (SAP BO, Tableau, Power BI, Cognos, Informatica etc.)
- ✓ **Big Data:** Hadoop (HDFS, Map Reduce, HBase, Hive, Spark, Phoenix)
- ✓ **IOT Analytics:** MS Azure Stack (IoT Hub, Stream Analytics, Time Series Insights, Power BI)
- ✓ **Cloud:** AWS services

KEY CERTIFICATIONS

- ✓ **Project Management:** Project Management Professional (PMP) from PMI
- ✓ **Gen AI:** Gen AI Champions Program from CitiusTech
- ✓ **Architecture:** TOGAF Certified from The Open Group– [Reg. No. 20200](#)
- ✓ **IoT Analytics:** [Business Intelligence for IoT Solutions from Microsoft](#)
- ✓ **Machine Learning:** Machine Learning Engineer Nanodegree from Udacity
- ✓ **Python, Data Science:** [Introduction to Python for Data Science from Microsoft](#)

KEY HONOURS & AWARDS

- ✓ **CEO Award** for leading the Best Transformation Program in CitiusTech 2023
- ✓ **Telekinetic Award** for the best sales professional at Wipro's Advanced Technologies and Solutions Group during 2014-15.
- ✓ **Deal Maker Award** for the largest deal in APAC at Wipro during H1, 2014-15