

# NITIN KAPOOR [nitin5kapoor@gmail.com](mailto:nitin5kapoor@gmail.com) | +91 7507572572

Artificial Intelligence | Business Intelligence | Big Data | IoT Analytics  
Practice Management | Business Development | Delivery Mgmt. | Solutions & Platforms  
Personalized Patient Engagement | Healthcare Quality (HEDIS, AMP) | Population Health



I am passionate about leveraging information as a strategic asset to solve complex business challenges & provide competitive differentiation to healthcare organizations. I specialize in helping IT services organizations, establish and grow new competencies and businesses. An MBA, BE by qualification & 17 years of proven track record in the above-mentioned areas, my key accomplishments are summarized below.

- **Practice Management:** Over the last few years, I have successfully established and operated analytics and healthcare practices in leading IT companies.
  - ✓ At CitiusTech, I established and lead solutions & delivery for Health Plan (provider led) business. Scaled the team from 0 to 70 professionals with healthcare domain and various technology skills
  - ✓ At ITC Infotech, I established and scaled the healthcare analytics business (from \$0 to \$4M). Defined the strategy, hired and mentor a highly skilled team of business and technology professionals.
  - ✓ At Dell Services (now NTT Data), a leader in healthcare services, I setup a competency center for business intelligence and information management focusing on big data and data security.
- **Data & Analytics Platform and Solutions:** I have considerable experience in conceptualizing and developing digital solutions for healthcare, establishing partnerships, and positioning these comprehensive capabilities to clients & analysts.
  - ✓ Just as an example, at ITC Infotech, I conceptualized and developed 'Healthcare Insights', a cloud based, voice-enabled, big data & AI platform for healthcare organizations to deliver complete, connected and intelligent experiences across the healthcare continuum. Led a team that developed and implemented multiple analytics solutions (Quality Maximizer, HealthyMe etc.) to help providers and payers improve healthcare quality, population health, drive superior patient/member engagement and long-term health and wellness using a personalized rewards program. I was responsible for Healthcare Insights' accreditation by NCQA for HEDIS
- **Advisory & Engagement:** I have led/participated in 15+ strategic healthcare analytics projects.
  - ✓ I worked with providers and payers in delivering information and analytics strategies, architectures and implementation services. For a Catholic health system provided a roadmap to replace Amalga with a big data solution. For a health system in North California supported provider data management initiatives, ACO data mart implementation, build and support of AMP quality solution among others.
  - ✓ At CitiusTech, lead client engagements across health plans (provider led) including a large business transformation for a health that involves replacing Facets with HealthEdges' HealthRules Payor.
- **Sales & Business Development:** I have significant experience in frontline sales, managing CXO relationships and establishing business partnerships.
  - ✓ I led sales for Wipro Analytics across Australia and New Zealand and scaled it to a \$40M business delivering a CAGR of 60%. Serviced government and private health systems
  - ✓ At ITC Infotech, I was also the client partner for our largest healthcare customer (a \$13Bn healthcare system in California), and helped win, initiate and govern multiple projects.

Wipro Technologies				NTT Data	ITC Infotech	CitiusTech
BI/IM Architect, Project Manager		Practice Manager, Analytics for Government		Global Practice Leader, BI & IM		Leader, Health Plans (Provider led)
2004-07	2007-09	2009-11	2011-15	2015-16	2016-2020	2020-
Engagement Initiation, Solution Definition		ANZ Director- Analytics Advisory, Pre-Sales, Operations		Sr. General Mgr & Head, Health Analytics, Product Engg		

## EXPERIENCE DETAILS

### **Delivery and Solutions Leader - Provider led health plans** **CitiusTech, Bangalore**

2020 - Present

- ✓ Define and execute the strategy grounds-up for health plan (provider led) business. Lead service delivery.
- ✓ Scaled a team from 0 to 75 in 1 year, \$6m in annualized revenues
- ✓ Delivering a business transformation engagement for a respected US health plan that involves replacing Facets with HealthRules Payor.

### **Practice Head Healthcare Analytics & Chief Evangelist Healthcare Insights** **ITC Infotech, Bangalore**

2016- 2020

- ✓ **Established and scaled (\$0 to \$4M) 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 big data and 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 has the unique distinction of being the only solution from an Indian SI to be certified by NCQA for HEDIS. Key technologies- HIVE, HBase , Spark, Tableau, Python, R. Cloud - MS Azure.**

- ✓ As analytics partner for ITC Infotech's largest healthcare client, **assisted in implementing their analytics strategy through initiation and governance of various projects.**

### **Global Practice Leader - 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.** Focused on building technology offerings, solutions and skills especially in healthcare.
- ✓ Established and leveraged **business partnerships** with multiple technology vendors to co-innovative and develop solutions for meeting healthcare client needs in areas of Data Security, Big Data and BI
- ✓ **Consulted, defined and implemented analytics & DW strategies and roadmaps for various healthcare customers.** Developed a good understanding of the US healthcare market

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

2011 - 2015

- ✓ **Led sales & client engagement for Analytics and IM business across Australia & New Zealand.** Delivered a **CAGR of over 60% to grow the business to \$40Mn.** Proficient in contracting and 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.** Wipro was rated as the top Indian IT vendor for Business Intelligence & Information Management services in Asia Pacific by Forrester in Q4, 2013

### **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 roadmaps & strategies.
- ✓ Regularly advised clients on realizing their information goals, played 'opening batsman' for multiple projects

## REPRESENTATIVE CLIENT DELIVERIES

### Wipro, ITC Infotech & Dell Services Data; India, U.S., UK, Australia

2004 - Present

Project	Client	Role	Technologies
EDW Modernization	Healthcare Provider in US	Sr. Architect	IBM Cognos, Informatica, SQL Server, Cloudera
ACO Data Mart	Large healthcare system in US	Project Initiation and Governance	Informatica, SQL Server
AMP, HEDIS Implementation & Support	Large healthcare system in US	Solution Architect	Tableau, Cloudera, SQL Server, EPIC, SFDC
Provider Data Integration	Large healthcare system in US	Consultant	Informatica, SFDC, EPIC
Application Decommissioning and data migration	Australian Oil Co.	Data Migration Consultant & PM	Talend, Spotfire, Oracle 10g
BI Strategy and Roadmap Definition	LNG Importer in UK	BI Architect	Business Objects, Erwin, Oracle 10g
BI Usage Improvement	Large Utility in UK	BI Consultant & BI Trainer	Business Objects, Oracle Warehouse Builder (OWB), Erwin, Oracle 10g
EDW Data Archiving		Business/Data Analyst	
EDW Implementation		DW Project Manager	
Sales Invoice Reporting Data Mart Implement	Beverage & snack food Co, US	BI Developer	Business Objects, Informatica

## 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)

## KEY CERTIFICATIONS

- ✓ **Project Management:** Project Management Professional (PMP) from PMI
- ✓ **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
- ✓ **Data Science:** [Introduction to Python for Data Science from Microsoft](#)

## KEY TRAININGS

- ✓ **Strategy:** Growth Harbinger Program from Harvard Business Publishing
- ✓ **Business Development:** Demand Creation by Revenue Storm
- ✓ **Problem Solving and Innovation:** Design Thinking for Innovation from Coursera

## KEY HONOURS & AWARDS

- ✓ **Telekinetic Award** for the best sales professional at Wipro's Advanced Technologies and Solutions Group.
- ✓ **Deal Maker Award** for the largest deal in APAC at Wipro during H1, 2014-15
- ✓ **Star Project Nominee** at ITC Infotech 2019 - **Healthcare Insights**