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Head - Healthcare Data & Analytics, Chief Evangelist- Healthcare Analytics Platform & Solutions



Healthcare Quality (HEDIS, AMP) | ACO | Pop Health | Personalized Patient Engagement
Artificial Intelligence | Business Intelligence | Big Data | IoT Analytics
Practice Management | Advisory | Solutions & Platforms | Sales & Business Development

I am passionate about leveraging information as a strategic asset to solve complex business challenges & provide competitive differentiation to healthcare organizations. An MBA, BE (Computer Science) by qualification & 16 years of proven track record in the above-mentioned areas, my key accomplishments are summarized below.

- **Healthcare Practice Management:** Over the last few years, I have successfully established and operated healthcare practices in leading IT companies.
 - ✓ At ITC Infotech, I **established and scaled the healthcare analytics business** which is a profitable and fast-growing unit, and has been identified as a BIG BET growth area for the organization. Defined the strategy, hired and mentor a highly skilled team of business and technology professionals.
 - ✓ At Dell Services (now NTT Data), I **setup a competency center focusing on business intelligence and information management**. Dell Services was a leader in Healthcare, and I focused on building technology offerings, solutions, partnerships and skills primarily in data security.
- **Healthcare 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 architected '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 Measure Certification Program
- **Healthcare 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**.
 - ✓ I am currently engaged as a retained consultant/advisor with India's fastest growing healthcare analytics organization helping scale critical client engagements.
- **Business Development:** I have significant experience in frontline sales, managing CXO relationships and establishing business partnerships.
 - ✓ I led advisory and sales for Wipro Analytics across Australia and New Zealand and scaled it to a **\$40M business delivering a CAGR of 80%**. 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				Dell Services	ITC Infotech
BI/IM Architect, Project Manager		Global Practice Manager, Analytics for Government		Global Practice Leader, BI & IM	
2004-07	2007-09	2009-11	2011-15	2015-16	2016-2020
	Solution Definition, Pre-Sales, Engagement Initiation Specialist		Director Advisory, Sales & Business Development, ANZ		Head Health Analytics, Solution Evangelist, Sr. General Mgr.

EXPERIENCE DETAILS

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

2016- 2020

- ✓ **Established (from scratch) and scaled a profitable and growing data & analytics business with a focus on BIG-BET propositions**, namely 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 form our 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 a leading Indian SI to be certified by NCQA** (a not for profit authority on US healthcare quality) for HEDIS (leading healthcare quality framework). Key technologies- **HIVE, HBase, Phoenix, 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**. A brief summary of projects initiated by me and the Healthcare Insights can be reviewed [here](#).
 - ✓ Incubating competencies of **conversational BI** through use of varied technologies such as MS Cortana, Google API's etc. and **IoT Analytics** leveraging MS Azure

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 advisory & client engagement for Analytics and IM business across Australia & New Zealand**
- ✓ **Delivered a CAGR of over 80% to grow the business to \$40Mn**. Experienced in contracting and project financial management
- ✓ **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.
- ✓ **Structured and pursued large and complex transformation deals** often involving multiple technology lines
- ✓ **Responsible for client escalation management and delivery governance**
- ✓ **Established CXO relationships with customers, partners and analysts**. Wipro was rated as the top Indian IT vendor providing Business Intelligence and Information Management services in Asia Pacific (incl. Australia) by Forrester (a leading IT analyst) 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 - H1 2014-15.
- ✓ **Deal Maker Award** for the largest deal in APAC at Wipro during H1, 2014-15
- ✓ **Star Project Nominee** at ITC Infotech 2019 - **Healthcare Insights**