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

**Head - Healthcare Data & Analytics, Chief Evangelist– Healthcare Analytics Paltform & 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.

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| **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, a**ssisted 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](https://www.itcinfotech.com/lines-of-business/data-infrastructure-to-insight-to-intervention/healthcare-insights).
* 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

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| **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***

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| **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](https://courses.edx.org/certificates/10ef8a5dddc744ff9e213566033a10e8)
* ***Machine Learning:*** Machine Learning Engineer Nanodegree from Udacity
* ***Data Science:*** [Introduction to Python for Data Science from Microsoft](https://courses.edx.org/certificates/de034ab53c7a41dda83a17b762ad00c2)

***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**