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.

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| **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 onglobal 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, a**ssisted 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

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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.
* **Deal Maker Award** for the largest deal in APAC at Wipro during H1, 2014-15
* **Star Project** Nominee at ITC Infotech 2019 – **Healthcare Insights**