

PRAJWAL KAPINADKA

(703) 705-1957 ▪ [linkedin.com/in/prajwalkapinadka](https://www.linkedin.com/in/prajwalkapinadka) ▪ pk653@georgetown.edu

EDUCATION

GEORGETOWN UNIVERSITY, McDonough School of Business
Master of Business Administration

Washington, DC
May 2020

- GMAT 710; Merit Scholarship Recipient; 2nd place – PwC Fiercest Competitor Case Competition
- Vet Impact – pro bono consulting

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, NMIT
Bachelor of Technology, Electronics and Communication, 3.5 GPA

Bengaluru, India
June 2011

- RCB, professional cricket club – Event operations lead
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EXPERIENCE

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Marketplace for custom technology solutions; Clients include McKinsey, Domino's, Bain etc.

Washington DC, US

Business Operations Intern

May 2019 – August 2019

- **Corporate Strategy:** Developed a new revenue segment by striking partnerships with accelerators & co-working spaces including 1776, Alley, and WeWork; offered an out-of-the-box solution to buy customized tech solutions.
- **UX Transformation:** Enhanced vendor experience by collaborating with the design and engineering teams to implement insights gathered from interviews and market research; sales turnaround time reduced by 34%.
- **Customer Obsession:** Launched customer retention strategies and 2 product features to address pain points in buyer's journey; achieved 2x growth in a quarter by reducing customer drop off rate in various phases of sales cycle.

OPTUM - UNITED HEALTH GROUP

Bengaluru, India

Senior Integration Consultant

March 2017 – June 2018

- **Program Management:** Spearheaded transition of critical pharmacy applications from third-party providers to in-house facilities through feasibility analysis, forecasting, and stakeholder inputs; resulted in 25% cost reduction.
- **Tech Strategy:** Formulated product strategy roadmap and identified potential synergies to integrate drug home-delivery processes; minimized product intricacies and increased resource utilization by 33%.
- **Operations Efficiency:** Optimized business continuity process and created contingency plans by coordinating among global cross-functional teams to work around unplanned outages; reduced service downtime window by 50%.
- **Process Improvement:** Designed solutions to extend reusability and scalability in pharmacy SKU applications by analyzing customer pain points; increased drug dispensing efficiency by 20%.

IBM

Bengaluru, India

Integration Consultant

November 2012 – February 2017

- **Robotic Process Automation:** Led automation across account portfolio by identifying process redundancies and rebuilding processes on AI platform; enhanced value to client in payroll and supply-chain management by 40%.
- **Stakeholder Engagement:** Coordinated and collaborated among 6 international teams to understand risks and drive migration of system integration software on client servers; maximized product security, performance and stability.
- **Business Development:** Identified and led scope extension of existing maintenance project by incorporating efficient in-house development capabilities to create synergies; brought in initial additional revenue of \$250k for IBM.
- **Cross-Functional Teamwork:** Transformed legacy cargo data management applications by engaging global stakeholders to refine requirements, design solutions, and develop interfaces; decreased maintenance costs by 30%.
- **Training & Development:** Mentored new graduate hires and created frameworks for future trainings on web services and integration platform, as youngest member selected for a 4-person team from IBM India resource pool of 350.

SWATHI ENGINEERS

Bengaluru, India

Business Executive – Presales

August 2011 – September 2012

- **Digital Transformation:** Initiated the implementation of mobile friendly website under limited budget and strict timelines; commenced company's online presence, ensuing increased client trust and 40 % revenue growth.
 - **Project Management:** Developed go to market strategies, launched event management, and instated frameworks to streamline business development by building consensus within management, leading to increased market share.
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ADDITIONAL

Recognition: IBM Manager's Choice Award; IBM Design Thinking Practitioner Badge for Innovation; IBM Deep Skill Adder Certificate; UHG Bravo Sapphire Award and UHG Bravo Diamond Award.

Tech Skills: Python, Tableau, SQL, CA Rally (Scrum), HubSpot, Google AdWords, Kanban, MS office, SVN.