

Prabhu Krishnamoorthy

Engineering Director & Techno-Functional Delivery Leader

Strategic and results-driven leader of Delivery, Program Strategy, Innovation, Automation & AI Engineering with 20+ years of experience leading global teams and collaborating with C-level executives and Client leaders across industries to drive organizational excellence with Quality and high degree of efficiency. Hands-on in several automation tools and carry great deal of expertise of anything and everything under the Platform and Quality Engineering function. Developed and implemented shift-left strategies, automation factories resulting in high performing teams with <2% defect leakage to production, 3X fold increase in Automation scripts development velocity. Excellent leadership and communication skills integrated with analytical abilities to determine areas for potential improvement. In the last 1.5 years, have experimented and validated Gen AI solutions such as Claude, GPT 4/4o and Metamate in terms of infusing AI in Quality Engineering and to a certain extent Development. During this journey, have been trained and built expertise in the following frameworks:

1. Langchain for RAG and prompt engineering including Context and Embeddings storage.
2. Crew AI for Agentic AI workflows build out
3. OpenAI API's from an LLM response and retrieval perspective



Work Summary

- 🔧 **Overall 20+ years** of Engineering and Delivery experience across industries and clients and primarily focused on Healthcare and Banking industries and clients.
- 🔧 **Pre-sales, Delivery and Practice champion** experience in building offerings and capabilities for SDLC and engineering.
- 🔧 Built and grew Platform and Quality practice from a \$2 MN portfolio to \$35 MN in 4 years.
- 🔧 Experience in driving transformation, QA to QE, Program and AI strategies, client and stakeholder management, P&L management, effective communication, change management, mind share and **thought leadership**.
- 🔧 Program delivery and lead experience in Healthcare industry cutting across top US Healthcare payers – CVS-Aetna, UHG and Centene in various domains – **Member, Billing, Claims, Provider, Brokers and Pricing** including 5010, ICD-10 and Healthcare Information Exchange(HIX) programs
- 🔧 Experience in BFSI(Banking and Financial Services Industry) working with clients such as LoanDepot, Santander, Golden1 Credit Union and FIS. Focusing on Auto and Home mortgages and Retail credit card divisions.
- 🔧 Experienced Delivery & Practice Leader and **Automation Architect** in handling key programs like **Digital, NextGen Medicare, HP to IBM Migration, Performance Testing, Data Management(DMT) and RFT Automation Re-write programs**
- 🔧 Proficient in SDLC and Automation tools – **Azure DevOps, Informatica, JIRA, SonarQube, TOSCA, Selenium (java), RFT (java), SQL, RQM, Quality Center (ALM now), RTC, SOAP UI & POSTMAN.**
- 🔧 Learner and enthusiast in **Machine Learning and Artificial Intelligence** – **Python, Anaconda platform, jupyter nb** and applied Machine learning in QA
- 🔧 Possess Engineering and automation experience across technologies starting from Mainframe, AS400, Client Server, Web and Mobile applications. Architect for



Contact

Address
Chennai, India

Phone
+91 9840898458



Certifications

Automation Specialist 1
(TOSCA)



Accomplishments

Practice Champion of the
Year Award

Innovator and Automation
Architect award



Interests

Automation frameworks that are used in Aetna – ATAF using RFT, Selenium Automation leveraging TestNG framework with Behavioral Driven Development (BDD) implementation

Tennis & Table Tennis,
Watching Movies & Cricket

- ☞ Extensive experience in program and team management, driving teams to deliver best quality and mentoring on automation across development life cycle and not confined to unit, sprint, regression and smoke tests automation.
- ☞ Laser focused on Delivery & Automation with excellent communication and management skills and leveraging AI and Gen AI solutions to accelerate engineering activities.



Core Competencies

Program Strategy & Management	Generative AI – RAG, Agents, MCP
Mindshare & Thought Leadership	Cross functional collaboration
Planning & Risk Management	Java, Python, API
Innovation & Automation	Cloud – AWS & Azure
Agile & DevOps	Continuous improvements
Stakeholder Management	Process optimization
Solution Architecture	Communication



Skills

- Programming Languages: Java, Python
- Automation Frameworks/Tools: TOSCA, Selenium, Appium, WebDriver, Cucumber/BDD, POSTMAN, SOAP UI, QTP
- Reporting: Extent Reports, PowerBI and Jasper
- Databases: SQL server, Oracle, Greenplum, Snowflake
- Cloud: AWS, Azure
- Agile Tools/ Test Case Management: Quality Center/ALM, JIRA, Qtest, Rally
- CRM/ Cloud Computing: Salesforce, Azure DevOps
- Build Tools: Ant, Maven, GitHub, GitLab
- Scripting Languages: VB script

- Container Management: Docker, Kubernetes
- Device Cloud: Lambdatest, Sauce Labs
- CI/CD: Jenkins, Azure DevOps
- Performance: Neoload, Load Runner, JMeter
- Agile Methodologies: Scrum, Scaled Agile Framework(SAFe)
- RPA Tools : UiPath, Automation Anywhere

Roles, Project Details

2023-04 to
2025-03

Sr. Director of Platform and Quality Engineering

Ascension, Chennai, India

As a Engineering Practice & Delivery Leader

- Setup and grew a high growth and performing Engineering practice from the scratch.. \$3 MN to \$30 MN practice in 3 years
- Built service offerings and Engineering capability for the practice and devised go-to-market strategy
- Provided overall direction and leadership for validation, design, and qualification processes to ensure product quality for application software.
- Developed and implemented cost-effective strategies, reducing costs by 30% and identifying areas for automation.
- Increased test automation success rates to north of 70% including In-Sprint automation, establishing trust in process and improving efficiency in testing.
- Drove client engagements primarily focused on devising and implementation of Automation agenda – Low Code automation, Automation factory model
- Defined engineering metrics and KPIs, driving team performance using data-driven analysis.
- Provided leadership to engineering team, setting goals and mentoring team members to improve productivity and efficiency.
- Designed and executed training and development programs for engineering team, resulting in improved customer engagement and retention.
- Recruit, train, and mentor teams of automation engineers in a Global delivery model organization.
- Conducted quality assessments to identify quality gaps and provide recommendations that will move towards shift left engineering approach that promotes quality development.
- Team up with Applause Service Delivery Managers to leverage a global team of SDETs to build, deploy, and maintain web, mobile web, native mobile and API-based automated tests leveraging device farming and emulators.

- Collaborate with our product and engineering teams to help drive the design and features of our internal automation tools & libraries.
- Experience in Business Development, Pre-Sales, SLA and KPI driven constructs and win themes to win deals (>19MN multi-year Engineering transformation deals)

2023-03 to 2021-02 **Director of Platforms and Engineering**

Ascendion/Collabera, Chennai, India

As a Engineering Practice & Delivery Leader

- Led delivery for a Healthcare client that grew from \$1 MN to \$8 MN in 3 years.
- Devised a automation agenda, recommended to client and implemented automation – brought in savings to client to the tune of \$1.2 MN per annum.
- Solved an automation challenge for DB and ETL layers which was only manual for years.
- Set the foundational blocks for a high growth practice.
- Managed P&L, Delivery and Capability build out for the engineering practice.

2013-12 to 2021-02 **Delivery manager**

Cognizant, Chennai, India

Client: Aetna (CVS Healthcare)

- Devised Program and automation strategy for multiple programs that cut across multi years.
- Devised Automation and Tools Strategy for HP to IBM tools migration
- Architected Aetna Test Automation Framework using RFT, RQM & RTC (first of it's kind implementation)
- Reviewed multi-year programs –Strategy, Environment, Test Data, Automation Strategy, Tools Strategy, Integration Dependencies
- Risks & Change Management to ensure smooth delivery
- Metrics Dashboard review and presentation to client stakeholders
- Mentored and guided team in DMT(TDM workflow implementation) for NextGen program
- Delivered Capability presentations and created mindshare of new age technologies and trends happening in SDLC
- Brought in best practices from industry including frameworks like SCAF(framework), iDashboard, ML solution – Defect Analytics

2007-12 to 2013-11 **Program Innovation / Automation Lead & Manager**

Cognizant, California, USA & Connecticut, USA

Client: Healthnet (now part of Centene)

Project Description

#1: Automated Business System (ABS) is a core application of Health Net Inc, which handles end-to-end health care operations such as Membership Enrollment, Claims Adjudication, Billing & accounts payables/receivables of Western Region of Health Net:

- The projects within the ABS application involved modification of the Legacy system to handle new products/rating method codes.
- Health Net's Western Region Business includes CA, OR & WA states.
- The projects that were Lead by me on the Development and Testing phases are: Medicare Salud, TRC 121 Automation & Health Net Oregon Medicare RMC.

- Medicare SALUD project is a project for adding a new Rating Method Code or Product in California for the Spanish speaking population. It is a Medicare HMO product. This project required Testing of the entire system and it's interaction with all other surrounding downstream applications.
- TRC 121 Automation is a project for automating the data handling of Low Income subsidy (LIS) Members from Center of Medicare/Medicaid Services (CMS). This automation saved a lot of manual effort done for LIS processing.
- Health Net Oregon Medicare RMC is a medicare project for introducing a new product/Rating Method Code in ABS for the state of Oregon. Health Net in the past did not have a Medicare HMO product in the state of Oregon. Business purpose of the project was to provide potential membership growth of 1,600 to 2,500 members, with \$14 million revenue and \$840,000 profit in 2011. This is the most conservative member growth target. Membership in this product area grew significantly in succeeding years as the current PPO FFS model yields lower margins based on lower CMS revenue.

#2: Managed Core 400(MC400) is a core application of Health Net Inc, which handles end-to-end health care operations such as Membership Enrollment, Claims Adjudication, Billing & accounts payables/receivables of North East Business of Health Net:

- The projects within the MC400 application involved modification of the Legacy system to handle healthcare compliance.
- The projects that were Led by me on the SDLC phases are, EOB/RA Redesign, CT Mandate, New Jersey Claims Act, Michelle's Law.
- The projects were covering membership & claims modules of the application.
- Health Net North East covers commercial & Medicare membership of the tri-state area which includes, CT, NJ & NY states.
- Contribution
- As a project manager
- Devised Program and automation strategy for multiple programs/programs
- SOW and Work Order creation – defining Scope, Timelines and effort for projects
- Reviewed multi-year programs –Strategy, Environment, Deployment, DevOps, Data, Automation Strategy, Tools Strategy, Integration Dependencies
- Led a team of both Onsite and Offshore and mentored them to deliver project within the stipulated timelines
- Risks & Change Management to ensure smooth delivery
- Project and Release Dashboards reviews
- Walkthrough with Director on Delivery and Transformational initiatives
- Metrics Dashboard review and presentation to client stakeholders
- Release planning and strategizing
- Carved out intra & inter program dependencies including CMS for HIX program as part of Affordable Care Act

As a Project Lead

- Involved in Analysis, Design, Development, System, Integration & User Acceptance Testing phases.
- Participating in Requirements Review meetings to understand and find out any missing requirements
- Participating in High Level Design Review meetings to reveal any Design Gaps early
- Preparation of System & Integration Strategy/Plan for the project.
- Walking through of Design, Strategy, Plan, Scripts with Business, Systems Analysts and Development team.
- Preparation of Daily Dashboard report at the end of every release and reviewing it with management
- Assigning tasks to the offshore team and coordinating their efforts
- Estimation of projects and preparation of Work Order with the resource counts and timelines.

- Tracking defects and reporting them in timely fashion.
- Lead the User Acceptance Testing effort, which involved closely knit co-ordination with Business Testers and IT team.

As Innovation/Automation Lead:

- Established and led design and development of automation framework, resulting in 40% increase in test efficiency for the program
- Identified and developed reusable components, resulting in 30% reduction in script development time.
- Coordinated and delegated tasks to offshore team members, ensuring timely delivery of automation deliverables.
- Performed code reviews and defined coding standards to improve maintainability and reusability of automation scripts.

**2005-11 to
2007-11**

Project Lead

Cognizant, Connecticut, USA

Client: United Health Group (UHG)

Project Description

#1: Automated Underwriting program (AUP) is a program to:

- Streamline the current manual renewal/underwriting business process and automate the manual intervention.
- Converts the current manual process to a well-mannered business process using business process tool (Live link) and dynamically assign the tasks based on pre-configured rules.
- Convert current excel based rating tools to rules based engines.
- Manage unstructured data as data/document repository.
- Convert manual case installation to auto install to admin systems.
- AUP includes the following projects:
 - Financial Underwriting Phase 1 (FUW)
 - Medical Underwriting (7 releases)
 - Financial Underwriting Phase 2 (FUW)

#2: PrDB is a data base application where the system gets Broker Information from many upstream applications through batch jobs and runs a calculator to calculate rewards points for Brokers. The brokers are then classified based on the amount of Insurance Quotes they have process to Platinum, Gold categories. The batch jobs were run using Autosys – an online Job scheduler.

#3: United e Services (UeS) is a Web based application designed to:

- Submit Healthcare Insurance quotes by Brokers on behalf of their Customers online.
- This system is designed to handle new business quoting and renewals.
- Implement compliance software (PRIME) integration to get all the packages and plans based on the Customer.
- Reduce manual turn around time and interfaces with other systems like AUP for passing on the Quote Information for underwriting.

Contribution As a Lead

- Participating in Requirements Review meetings to understand and find out any missing requirements
- Participating in High Level Design Review meetings to reveal any Design Gaps early
- Preparation of Development Strategy/Plan for the ongoing release (opentext)
- Preparation of Project Plan to track project status and resource's bandwidth
- Preparation of metrics report at the end of every release and reviewing it with management

- Preparation of Status reports on a daily and weekly basis
- Assigning tasks to the offshore team and coordinating their efforts
- Designed New Templates for Unit and functional test Scripts and Status Reports specific to the project
- Set up a Framework for Scripts for Workflows and Reports testing
- Transferred knowledge to offshore to test job sequencing using Autosys and Unix shell scripts
- Reviewing offshore deliverables and getting signoff's from SA, Business and IT team's through Review meetings.
- Conducting Defect triage meetings
- Was involved in designing a QTP automation framework proposal for Workflows in AUP
- Doing Build Acceptance Test after each Code deploy to the Test environment
- Was involved in writing complex SQL queries for Reports testing which involved retrieving data from many tables and two schemas with additional calculations and business rules.

Project Management Activities

- Preparing project plan and share the same with the project management.
- Resource forecast / coordination
- Estimating projects
- Project tracking and monitoring

**2004-07 to
2005-10**

Automation & Module Lead

Cognizant, Chennai, India

Client: Aetna (now a CVS company)

Project: APMCAS & RXSY – Pharmacy member and claims adjudication systems – VB client server application to maintain Pharmacy data (formulary and non-formulary drugs list, prior authorizations and details of the members with their benefits. RXSY was a Mainframe application feeding all the data for APMCAS.

As a **Team Member/Module Lead**, was responsible for

- Development of code (mainframe) for Claims, member enrolment processes
- Developing unit test scripts and test scenarios
- Identifying issues early in the project phase and reporting it to the onsite team
- Providing status to the onsite team
- Preparing metrics after every release
- Transferring knowledge to new team members
- Assigning tasks to team members and coordinating their efforts
- Interacting with Onshore leads for providing status and getting clarifications on requirements
- Running batch jobs in RXSY and validating data using DB2