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# KRISHNA RATHORE

## Areas of Expertise

Project Management  
Process Mining  
Data Analysis  
Business Intelligence  
Visualization/Reporting  
Scrum/Kanban/Lean

## Certifications

**2021** – Data Science -Transition Program from GreyAtom (BrowserStack)

**2019**- Professional Scrum Master (PSM I) from Scrum.org

**2011** - PMP from PMI

**2012** - MCP - BI from Microsoft

**2010** - Lean Six Sigma Ace 1 certification by Genpact

## IT Skills

Automation Anywhere/UI Vision  
SQL, Python, Tableau  
SSIS/Sql Server/VB/ODI  
Cloud- AWS basics  
Oracle EPM  
Jira, Confluence

## Education

**2019 - MBA (Operation)** from Institute of Chartered Financial Analysts of India (ICFAI University)

**2005 – MCA (B Level)** from National Institute of Electronics & Information Technology (NIELIT), (erstwhile DOEACC Society)

## Profile Summary

More than 17 years of experience, initial 11+ years in engineering with hands-on design, coding and production support of enterprise/customer centric software solutions. From the last 4 years as a product/program manager leading organizations digital transformation journey in healthcare & finance domain.

- Designing and delivering process + data driven automation products.
- Built a strong team of 35+ transformers within 18 months
- Supporting 600+ digital workers/bots performing 60+ million task globally

Prior to formally joining industry worked as an entrepreneur with local start-ups for more than 2 years.

## Latest Work Experience

**November'2019 - Program Leader – Business Analysis**

**Present** R1 RCM, Hyderabad

- Transforming provider/patient/physician experience that has a value delivery >\$5M with 50% direct P&L benefit and SLA improvisation
- Program achievement is presented as a case study by AA recently <https://www.automationanywhere.com/resources/customer-stories/r1-rcm>
- Leading two diverse deliveries/team
  - Agile Product Management – Manage bot as a product using RPA, OCR/ICR, Integration with AI/ML models, API, BI and legacy systems/data, Process discovery and mapping, design and validate solutions with engineering team, maintaining healthy backlogs, governance adherence
  - Digital Workforce Management (DWM) - Production bot monitoring and escalation (L1 & L2 support level)
- Collaborating with ML team, assist them with discovery of data centric business cases in operations, perform level 1 exploratory data analysis, execution, feed-in MDM, DFD, Files and pre-works, recent projects include –
  - AR Write-off prediction model (Classification) helping operation to flag accounts of low worth saving unnecessary follow ups cost, approx. 100k touches (95% precision)
  - Based on millions of bot transactions/logs, predict and prioritize claims that can yield faster cost recovery with higher success rate
- Led and implemented a project to streamline bot licences & VM cost resulting saving of 100k+/year, devised it as a process for scaling.
- Managing cadence for India SLT communication on the program, working with Engineering and business teams for solutions, Finance on rolling forecast and budget tracking, IT team, collaborating with HR/L&D team on training needs.

**July'2013 - AVP (Change Management – System & Transformation)**

**Oct'2019** NatWest Group plc (erstwhile RBS), Gurugram

- Joined bank wide 'Future Finance' program, worked as a Scrum master to lead digital transformation (RPA) project in Financial Control and Reporting COE
- Delivered automation projects in Balance Sheet Substantiation (BSS) /Source System Reconciliation process with reutilization benefit of 4800 hrs/year
- Prior to 2018, as a HFM Build Manager successfully executed change control of IFRS9 (Financial Reporting standard) & ICB (Ring fencing) in the banks Consolidation and Reporting System (Oracle EPM, FDQM, ODI) used for internal and external regulatory reporting
- Conferred with 10+ AIM Idea Award(s) at individual & team level

## PRIOR WORK EXPERIENCE

- ♦ **Aug' 08 – Dec' 13:** GENPACT, Gurugram as Principal Consultant (Software)
- ♦ **Apr' 07 – Aug' 08:** INFINITE Computer Solutions, Hyderabad as Senior Software Engineer

- ♦ **Apr' 06 – Apr' 07: WIPRO, Hyderabad as Senior Associate**
- ♦ **Oct'04 – Mar'06: SOVATECH Solution (Start-up), Raipur as an Entrepreneur**

## KEY PROJECTS EXECUTED

### Genpact, Gurugram as a Principal Consultant

<b>Title</b>	:	<b>Asset Investment Management, Supporting Operational Tools/Utilities</b>
<b>Client</b>	:	GE Capital, Corporate Clients
<b>Overview</b>	:	Investment solutions are used for real estate opportunities. Developed and merged legacy Property Management website and Sales Force modules into one application; it includes modules for Broker, Acquisition, Inspections, Renovations, Financials and MIS Reporting. The BPM team uses several operational automation tools like reading PDF/Excel file and generates reports.
<b>Skills</b>	:	Project Management, Scrum, Team Management, Excel/VB/Access, SQL server, SSIS, Crystal Report, UNIX scripts, JSP/HTML Basics, Vb.Net
<b>Period</b>	:	Jul'12 to Dec'13
<b>Role</b>	:	Techno-Functional Role with 40% project management and 60% technical tasks
<ul style="list-style-type: none"> <li>• Defined and managed scope, budget, schedule, priorities, risk and project team of 5+ (including QC) to develop financial solutions (Web App + Database + BI) and migration of legacy applications, undertake usually fixed price, mid-sized projects ranging from 3 to 5 months</li> <li>• Worked with business users to determine and translate business requirements into technology solutions by following iterative development model</li> <li>• Led Database design and BI development work stack: <ul style="list-style-type: none"> <li>○ Created complex stored procedures, functions, user table type</li> <li>○ Designed SSIS package to migrate data from external source like sales-force (SF), maintaining Pre-ETL Source-To-Target mapping documents, cleaning and importing data from legacy system, automating file import process</li> </ul> </li> <li>• Tracked team performance and reported status to senior management, escalated issues and concerns appropriately</li> <li>• Provided support to existing operational tool production applications hosted in organizational IT infrastructure, and resolved production issues under SLA</li> <li>• Interfaced with other external teams like CAB/IT/Info-Security/Compliance/3<sup>rd</sup> Party hosting for infrastructures and security set-up for new applications under development</li> </ul>		

#### Highlight:

- Received **“Gold Award” for Best Project Delivery** in May-13

<b>Title</b>	:	<b>Desktop to Web- Application Migration, Integration and Support</b>
<b>Client</b>	:	United Health Group (OptumInsight HealthCare), U.S.
<b>Overview</b>	:	An enterprise class application with 200+ users, the product is used in healthcare insurance 'Claim Subrogation Process' and helps capitate savings and recoveries from Insurance Payers & Providers. Supported Prepayment (VB-SQL) and Post-Payment (Java-Oracle) applications and 20 + comprehensive applications like MIS Reporting, Client websites, Alchemy & IVR and Archiving.
<b>Skills</b>	:	Project Management, Scrum, Team Management, Excel/VB/Access, SQL server, SSIS, Crystal Report, UNIX scripts, JSP/HTML Basics
<b>Period</b>	:	Aug'08 to Jun'12
<b>Role</b>	:	Client-facing Offshore Lead with Project Management Support
<ul style="list-style-type: none"> <li>• Part of scrum team managing enhancement in UHC subrogation website</li> <li>• Delivered end-to-end application and database migration from web (Java) and window (VB6), SQL Server to Oracle, deliveries include <ul style="list-style-type: none"> <li>○ Data mapping</li> <li>○ Data profiling, cleansing and transformation</li> <li>○ Import/Export data</li> </ul> </li> <li>• Supported and enhanced legacy VB6, MS-Access based (10+) applications by interfacing with enterprise SQL server/Oracle database, SSIS load packages to load (30+) provider files</li> <li>• Led design &amp; development of BI solution for claim load system with input from multiple file sources, crosswalk between different OLTP databases, generation of ad-hoc/regular/monthly reports &amp; delivering in user-defined format</li> <li>• Provided production support (L3) including end-user support, batch alerts, resolving incidents, SLA compliance with upstream and downstream systems</li> <li>• Led effort to develop Excel based tracker to streamline the ticket resolution process in the team that reduced Turn Around Time (TAT)</li> </ul>		

#### Highlights:

- Conferred with:

- “Genpact – Most Valuable Player in 2009”
- “Lean Idea Award: IDEAX1.0”, “Silver Award” for Q3, 2011
- “Bronze Award” for Q1 in 2009 and Q1, 2011
- “Customer Centricity” Award in Q1/Q2, 2012

#### Infinite Computer Solutions, Hyderabad as Senior Software Engineer

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<b>Title</b>	:	<b>GE SpeediWin (Product)</b>
<b>Client</b>	:	GE Industrial and Consumer Division, U.S
<b>Overview</b>	:	SpeediWin is a GE registered product for configuring, quoting and ordering electrical distribution products with multiple functional components like Plant, Sales Engineer, Distributor and GE1Stop working together for electrical equipment ordering, manufacturing, distribution and sales. The special feature is manual and automatic pricing / drawing and BOM generation based on devices, frames and circuits that are configured on an electrical system.
<b>Skills</b>	:	VB6/VBA, MS-Access
<b>Period</b>	:	Apr'07 to Aug'08
<b>Role</b>	:	<b>Production support analyst</b>

- Offered level 3 night-shifts production support of VB6/MS-Access application to on-site business users/sales Engineers/Managers
- Interfaced with end users to ensure all tickets are closed within SLA
- Enhanced and supported panel-board Bill of Material and Engineering Drawing module of the application
- Managed MITR (Change Request), drafted technical documents including risk mitigation and traceability matrix
- Participated in SIT, QA and UAT testing to validate the functionality of services and conducted regression and performance testing

#### Highlight:

- Appreciated client for the process improvement idea (Access Tool) to fix recurring production issue

#### Wipro, Hyderabad as Senior Associate

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<b>Title</b>	:	<b>HealthCare Information System (Wipro-HIS)</b>
<b>Client</b>	:	Saudi German Hospital (SGH) Saudi Arabia, Middle-East, Apollo Hospital, MCD
<b>Overview</b>	:	It is a Health Information System which addresses all the major functional areas of hospitals and includes 45 sub-systems (an application). Each module is specifically developed as per requirement of healthcare domain entities like OP/IP Reception, Pharmacy, Doctors, Ward, OT, OP / IP Billing, HR Payroll, AR Billing, Medical-Records, Medical Equipment and MIS reporting.
<b>Skills</b>	:	VB6, SQL Server, Com/Com+, User training
<b>Period</b>	:	Apr'06 to Apr'07
<b>Role</b>	:	<b>Implementation/Maintenance Engineer</b>

- Part of team responsible for implementation & customization of Healthcare Application Modules at client location
- Coordinated closely with the client IT team and end-users for:
  - User training and application demo, Dry/Parallel run, Go-Live
  - Post production technical support
- Led performance optimization of SQL objects and managed development-change requests
- Tracked software customization, defects and issues using Agile methodology