Yugojyoti J Mallik

Automation Engagement Lead — Digital Transformation | Enterprise IT Service Leadership | Technology Leader | Building High-Tech Teams

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Leadership Summary

- Accomplished IT leader with over 14 years of customer-focused tech experience. Developed progressive successes in digital transformation, re-engineering, and consulting across industries, including healthcare, oil and gas, business, and more
- Directed and lead the implementation of technological roadmaps by leveraging previous leadership capacities and management experience for digital project delivery in global high-tech markets.

Leadership	Functional Exposure	Technical Exposure
- Portfolio Management	- Healthcare	- RPA, AI, ML , NLP
- Strategic Planning	- ETRM – Oil & Gas	- UiPath, Automation Anywhere
- Critical & Creative Thinking	- Openlink - RightAngle	- Azure, MSBI, .NET, SQL

Areas of Leadership & IT Expertise

- **Program Execution**– Oversaw all facets of program management, including conceptualizing, building, and landing programs, toward continuous improvement, growth, and scalability of the portfolio.
- **Strategic Planning & Communication-** Drove the Product and Solution strategies by encouraging team cohesion and stakeholder input for mid and long-term goals, becoming the benchmark for innovation.
- **Thought Leadership** – Motivated and established strong alliances between internal and external teams to drive projects to successful completion while conveying complex business requirements, exceeding customer expectations, and achieving fiscal bottom-line results
- **Technology Leadership** – Modernized business systems using a history of Technical Solutioning skills and a high level of expertise in Digital Transformation implementations with RPA tools, AI, ML, NLP etc.

Professional Experience

2019 - Present	**Automation Engagement Lead – Digital Transformation** United Health Group (Optum Global Solutions)

- Achieved overall FTE saving goal of 185 FTEs by 120% in 2021 by enabling team in delivering within the agreed timeline, budget, and risk parameters.
- Developed strategic partnerships by enhancing collaboration measures within the business to strengthen decision-making capabilities.
- Lead the product and solution roadmap, taking tough tactical prioritization decisions while helping the team think long-term
- Derived insights from multiple data sources including customer feedback and extended teams, which enabled leadership in strategic decision making.
- Identified and managed risk assessments by singling out delays or challenges during the automation solution implementation that led to quicker onboard times.
- Simplified engagement between all business members by providing clear communication pathways allowing for easier adoption of concepts for teams, stakeholders, and related parties.
- Facilitated implementation decisions by considering the economies of scale for automation and cost vs. business benefits that resulted in quantifiable ROI measurements.

2016 - 2019	**Lead ETRM Consultants** Sapient Global Markets

- Utilized extensive TRM knowledge (RightAngle/RA) combined with competence in Deal lifecycle, portfolio management, back office and risk processes by engaging robust technologies to facilitate different project successes.
- Led key Digital Transformation accounts by playing a vital role in Planning, Architecting, and tactical RPA end-to-end processes implementation that grew customer relationships.
- Oversaw a full spectrum of processes by ensuring delivery of quality-driven ETRM solutions to streamline business systems.

- Led teams through new RPA processes by focusing on business objectives and tracking progress that ensured all milestones and deadlines were met.
- Led the planning, designing, and execution of validation activities by implementing clear team practices that lowered errors or delays.
- Monitored progress and managed risks and recovery by strengthening predictive measures that reduced the occurrence of any schedule slippages

2011 - 2016   **ETRM Project Lead / Onsite Coordinator at** ENOC, **Dubai**
L&T Infotech

- Coordinated the implementation of BESCOPE applications at ENOC, Dubai by focusing on upstream, midstream, and downstream needs resulting in a smooth transition.
- Ensured all team milestones were met on time by designing robust wireframes and delivery models that improved the success rate of deliverables.
- Validated all onshore and offshore stakeholder expectations were met by managing team goals and expectations, resulting in higher client satisfaction.
- Led teams through new methodologies by focusing on velocity/productivity elements leading to lower or eliminated surpluses.
- Conducted project risk identification and mitigation action plans by coordinating with key stakeholders at the project level, reducing errors and delays.

2010 - 2011   **Sr. Software Engineer**
Raddyx Technologies

- Increased customer satisfaction by analyzing, designing, and developing robust Client/Server based n-tier applications resulting in return business relationships.
- Developed web applications and web services in Microsoft Visual Studio .Net IDE by using C#.Net 3.5, ASP.NET, ADO.NET, and SQL Server to strengthen all business processes.
- Successfully operated within team coding projects by writing to technical specifications that led to greater project completion rates.
- Lowered process defects by actively investigating, analyzing, and documenting any errors and communicating those reports with all stakeholders.

2008 - 2010   **Software Engineer**
Scalable Systems Inc

- Participated in strengthening business technologies by coding in C#.Net 3.5, ASP.NET, ADO.NET and SQL Server projects leading to greater project completion rates.
- Lowered process defects by actively investigating, analyzing, and documenting any errors and communicating those reports with all stakeholders.
- Improved database designs and data flows by coding to written technical specifications and streamlining process management.
- Performed maintenance programming by improving check systems that improved corrections of identified defects.

Award & Recognition

- Recognized with "**BRAVO**" awards in UHG for solving the core problem statement of business and strategically planning in delivering one of the complex projects and reaping early benefits with Agile Value Delivery model
- Recognized for single-handedly driving the automation initiative with client's **Trading System (Deal Load)**, garnering a significant monetary benefit at Sapient Global Markets
- Recognized for managing **multiple responsibilities** for the strategic BESCOPE application implementation for ENOC, Dubai catering to their upstream, midstream, and downstream needs
- Received "**Star Performance Award**" in LnT Infotech for two consecutive years by developing and delivering Oil & Gas downstream applications for a "Speedway Marathon" client

Education

- B.Tech from IASE University, Bhubaneswar, Orissa (2004 to 2008)
- Diploma in IT from National Institute of Information and Technology (NIIT)
- 12th from Kendriya Vidyalaya, Rourkela, Orissa (2002 to 2004)
- 10th from Sainik School, Bhubaneswar, Orissa (2002)