

PRASAD KULKARNI, MS, PMP, PgMP, CSM

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DATA SCIENTIST/ DATA ANALYST /PROJECT & PROGRAM MANAGEMENT

PROJECT MANAGEMENT ♦ DATA ANALYSIS ♦ BUSINESS ANALYSIS ♦ QUALITY MANAGEMENT ♦ AGILE MANAGEMENT

A PMP, PgMP and CSM certified senior project and program manager with 12+ years of experience in delivering high quality, robust and scalable IT solutions.

Excellent experience and knowledge on complete spectrum of application development lifecycle including business analysis, development, testing, release management and support of IT applications and products in Healthcare, Transport, and marketing intelligence and analytics domains.

Extensive Program & Project Management proficiency in different project methodologies (SDLC, AGILE Scrum, Kanban) and working with various stakeholders including VP's, Directors, Clients, business SMEs and technical vendors and distributed teams across geographic locations.

Strong organizational, analytical, inter-personnel, multi-tasking skills in application & process development and implementation.

CORE COMPETENCIES

- **Data Analysis / Data Science:** Master Data Management, Relational data modelling, Statistical Data Analysis, Predictive Analytics, Regression Analysis, Descriptive Analysis, Strategic data analysis, Correlation Analysis, Hypothesis testing, Time series analysis, Control charts, Confidence Intervals, Machine learning, Neural Network.
- **Project / Program Management:** Project Lifecycle management SDLC, Waterfall and Spiral, 3rd Party Contract Management, Application design, development and customer support, application roadmap planning, Budget/finance planning, Risk Management Quality Management (Quality Gate review deployment and monitoring), Vendor Management, Benefit Management, Business Modeling, Business acumen, Return on Investment (ROI) analysis, IT assessment / audit.
- **Agile Principles:** Scrum Methodology / Agile Ceremonies like grooming, sprint planning, retrospectives, daily stand-ups, Distributed Agile Project execution / SAFe agile practices, Iteration/Sprint planning meetings, Agile estimation (T-shirt sizing & Planning poker), Backlog refinement, Story based development, Kanban for support teams, TDD, ATDD, BDD, Story prioritization technique (MoSCoW). Expertise in tools like JIRA, Confluence and GIT.
- **Healthcare:** Care management, Care coordination, utilization management, Claims processing, Member enrollment, Provider network management, Medicare, Medicaid, FIDA, Managed Long term care (MLTC) Medical/Dental Benefit management, Professional and Hospital Billing, Pharmacy benefit manager (PBM) Integration and Rx claims processing
- **Compliance Models:** HIPAA, PCI (Payment Card Industry)
- **Resource / Personnel Management:** - Team leadership, Training and development, Performance management, Conflict Management, Resource leveling, Resource and skill management.

CORE TECHNICAL SKILLS

Project Management Tools	Microsoft Project, JIRA, Confluence, GIT, HP ALM, CA Clarity (PPM), Microsoft Visio, MS Excel, MS Power Point, MS Word, Project Workbench, Share Point, Project Portfolio management (PPM), IBM Rational Portfolio Management, Rational Rose QuickBase, SharePoint, PlanView, Rational ClearCase, ClearQuest, Requisite PRO, PERT, CPM, WBS,
Data Analytics & Visualization	Python, R, Tableau, Google Analytics, Adobe Illustrator, SQL
Code Base and Tools	Mainframe Technologies: - COBOL, JCL, MVS, VSAM, EYZTRIEVE, CLIST, CICS, REXX, CA7, SQL Visual Basic, Java / JSP servlet
Cloud computing	Amazon EC2/ S3 services (Introductory; pursuing advanced certifications)
Database	DB2, MS SQL Server, MYSQL, MS Access
ETL & BI Environments	EDI, Custom built ETL applications, Cognos

EXPERIENCES AND ACHIEVEMENTS

RAILROAD COMMISSION (RRC) OF TEXAS - AUSTIN, TX

Oct 2019 – Present

Sr. Project Manager / Scrum Master Consultant / Data Analyst

As a Sr Project Manager, managing multiple projects under Mainframe transformation program for RRC. RRC's legacy (mainframe based) enterprise **regulatory applications for issuing and regulating permits** for Oil and Gas organizations needed to be migrated to a more modern, cloud based, open system platform to effectively manage future enhancements and need for having more scalable infrastructure to support application.

- Responsible for setting up Informatica data migration servers for data migration from Mainframe.
- **Data cleansing:** Perform data and process analysis to identify patterns and assess errors and anomalies and determine root cause.
- **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
- Create **ETL workflows** using Informatica tool and/or customized SQLs to extract, transform and load data.
- **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs**.
- Establish **project organization and defining roles and responsibilities**.
- Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures**.
- **Produced documents for executive management**.
- Act as **JIRA administrator for Performance Management projects and programs**. Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows** for **Scrum** as well as **Kanban teams**.
- Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies**
- Monitor and track work performed by **program, business and technical SMEs by setting priorities**.
- Led team of ETL developers and business analysts to extract and transform data out of mainframe for analysis and loading into new cloud-based application platform.
- Responsible for developing and deploying web-based interfaces to exchange data between agency and different entities including Texas.gov (for Payment processing), Neubus (for document and content management), Secretary of State (SOS) .

HEALTH AND HUMAN SERVICES COMMISSION - AUSTIN, TX

Sept 2018 – Oct 2019

Sr. Project Manager / Scrum Master Consultant / Data Analyst

As part of Performance Management Analytics System (PMAS) program, responsible for implementing a comprehensive data analytics platform and building performance management dashboards application (PMDs) for many business divisions across state agency. Worked with many business areas including **Regulatory**, Long Term Care, Health and Speciality Care System to understand Performance Measures and Key Performance Indicators (KPI). Worked with program data SMEs and IT teams to map performance measures to available data elements to successfully create visualizations representing department's Key Performance Indicators. The primary objective of the Dashboard (User Interface) is to enable data driven decision making by providing a single tool for Business users to understand and monitor HHS organizational performance.

Roles and Responsibilities:

- Establish an agile development team. Play a role of dev lead and scrum master with the data acquisition team to manage the development activities.
- Establish the agile processes and procedures for Data Analytics support structured after the hybrid agile approach implemented by HHSC.
- As a project manager, act as **central co-ordinator for the overall products** to monitor the overall release execution across multiple scrum teams, driving release planning, financial planning, budget forecasting, defect management, overall program level risk management, generating and monitoring release level and Sprint level reports on delivery progress, capacity planning and utilization, code quality and QA dashboards. It also includes connecting with Product Management Group and Senior management about the roadmap, long term resource/capacity planning, overall status and progress of the product suite.
- Ensure compliance with **Electronic Information Resources (EIR) accessibility and security requirements**
- Facilitate data modelling and data visualization design discussions. Worked as PM to manage the data acquisition and visualization effort.

- Act as **JIRA administrator for Performance Management projects and programs**. Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows** for **Scrum** as well as **Kanban teams**.
- Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies**
- Overseeing one or more sprint teams, keeping them focused and managing release schedule and scope
- Manage the development of user stories, estimate of story points for sprint cycles, release scope and the backlog
- Creating and reporting comprehensive project status to management team including CIO and Deputy Executive Commissioners (DECs). Keeping the Deputy Executive Commissioner informed on project status – schedule, scope, quality, and cost – develop and maintain burn down charts.
- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs**.
- Establish **project organization and defining roles and responsibilities**.
- Managing issues and risks and creating comprehensive project schedule.
- Coordinating within different divisions and its business areas like regulatory HSCS are business areas, using Tableau, Oracle and Informatica.
- Worked as PM to manage the data acquisition and visualization effort. Also played a role of dev lead and scrum master with the data acquisition team to manage the development activities.
- Establishing timeline and resource requirements for successful execution of the project. Coordination with key stakeholders and sponsors to obtain approval of resources and timeline.
- Creation of project management deliverables necessary for this project – Project Management plan, WBS, Communication Plan.
- Played scrum master and JIRA administrator role for creating scrum and Kanban projects in JIRA for different development teams. Closely monitored task assignments and workflows in JIRA. Worked with performance analyst and program SMEs to finalize the performance measure. Facilitated JAD sessions between business and IT teams to confirm feasibility of data attainability for performance management calculations.
- Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures**.
- **Produced documents for executive management**.
- Risk identification and coordination of resolution with project leadership.

CDS GLOBAL (A HEARST COMPANY) - AUSTIN, TX**Nov 2016 – Aug 2018****Sr. Project Manager / Scrum Master / Data Scientist**

CDS Global, Inc. is a multinational corporation based in Des Moines, Iowa, that provides business process outsourcing and customer data management to various industries worldwide. They are largest magazine fulfilment house in North America. Marketing solutions of CDS global is AWS cloud based set of applications that are focused on personalized print and digital communications, delivered via email, mail and phone and managing online marketing pages.

The applications utilize AWS based big data services and frameworks such as Amazon EMR (Hadoop+Apache Spark, Pig, Hive) for data processing, MySQL and MariaDB for storage, Amazon glue for ETL and MicroStrategy as BI and Analytics reports, Also few services were offered with traditional/legacy JEE distributed application with JSP/servlet based MVC.

Product line up: Marketing database (**MDB**), **Data lake**, Collaborative data (**CD**) for publishing industry

As a program manager, responsibilities include:

- As part of program management, act as **central co-ordinator for the overall products** to monitor the overall release execution across multiple scrum teams, driving release planning, financial planning, budget forecasting, defect management, overall program level risk management, generating and monitoring release level and Sprint level reports on delivery progress, capacity planning and utilization, code quality and QA dashboards. It also includes connecting with Product Management Group and Senior management about the roadmap, long term resource/capacity planning, overall status and progress of the product suite,
- Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies**.
- Design and establish **Operational Data Store (ODS)** and **Data warehouse** for operational and compliance reporting.
- **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
- **Data reports:** Prepare data analysis reports, create data visualizations to support analysis, Analyse business reporting needs and create customized reports.
- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs**.

- **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
- Establish **project organization and defining roles and responsibilities.**
- Act as **Sr. designer for few features related to loading data lake** with data from multiple sources. Technology or service used to load data was Amazon Glue. This was done due to some technical/development resource constraints, to abide with the timelines and was provided some preliminary training on the tools/technologies involved.
- Act as **JIRA and Confluence administrator and assisted projects and programs to migrate from legacy tasks management system (Trackit) to JIRA and confluence.** Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows for Scrum as well as Kanban teams**
- Develop **plan to drive all internal and external resources and activities** required to ensure the successful execution of both the development of new data products as well as the transformation of our existing data infrastructure.
- Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures.**
- **Produced documents for executive management**

METROPOLITAN TRANSPORTATION AUTHORITY (MTA) - NEW YORK, NY**Jun 2015 – Nov 2016****Sr. Project Manager Consultant / Scrum Master – Infrastructure / Data Analyst**

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people in the 5,000-square-mile area fanning out from New York City through Long Island, south-eastern New York State, and Connecticut. MTA was going under a major **infrastructure overhaul** to bring their systems on latest platforms. Their focus was on **keeping downtime due to infrastructure migrations to a minimum with least possible impact to business operations, and achieving PCI (Payment card Industry) compliance.**

Major projects managed:

- **Migration from on premises MS Exchange servers to cloud based office 365 email solution for over 30K employees** consisting more than **200TB of data** in active and archive emails.
- **PC refresh and Active Desktop Support (ADS) initiatives** to migrate **over 15K windows XP desktops** to either Windows 7 or Citrix based Thin Client solution.
- Enhance suite of **Ticket management applications (TMS) and update network security infrastructure** to ensure **PCI compliance**
- Organization wide initiative to **migrate from legacy windows 2003 servers to windows 2012 servers;**

Roles and Responsibilities:

- **Project Manager for MTA IT PMO Infrastructure projects** as directed
- Regularly **coordinate with management, team, and customer**, reporting on all progress, financial activities, and time schedules.
- **Data cleansing:** Perform data and process analysis to identify patterns and assess errors and anomalies and determine root cause.
- **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
- Create **ETL workflows** using Informatica tool and/or customized SQLs to extract, transform and load data.
- **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
- Developed **Risk Management Plan & Mitigation Strategies.**
- Responsible for coordinating with vendor for managing **assessment and gap analysis and producing assessments for workable solutions for business needs.**
- Establish **project organization and defining roles and responsibilities.**
- Act as **JIRA administrator for Performance Management projects and programs.** Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows for Scrum as well as Kanban teams.**
- Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups, etc.)**
- Enacted change and continuous improvement **increasing the productivity of Scrum teams by 16%.**
- Empowered teams to **self-organize and grow cross-functionality.**
- Managed backlog, **prioritize resolution of defects/bugs** as evidenced by the on-time delivery of **18 major initiatives.**

NORTH SHORE – LIJ HEALTH SYSTEM - NEW YORK, NY**Apr 2014 – Jun 2015****Sr. Project Manager / Scrum Master – Population Health Management / Data Analyst**

North shore-LIJ is New York's largest healthcare provider and private employer serving over 2 million populations. Overall project's application development and implementation was done through **third party vendor teams (domestic as well as overseas)**.

Application development was done using technologies like ASP .NET with Oracle and mainframe-based applications were developed using COBOL, CICS, VSAM, REXX, FileAid, DB2. BI Reporting were developed using Informatica and Cognos.

Projects Managed during the tenure:

- In-House Care Management application focused towards **utilization and care management by updating current Electronic Medical Records (EMR) systems**.
- **Service Area Expansion** project to ensure **consistent usage of claim** data in different parts of claim processing using **MDM (Master Data Management) structure** through integration of Data sources from different dispersed systems into central data management system.
- Integration with **third party vendor Web based solutions (Optum One) for data warehouse and risk analytic capabilities** to manage the UM programs and costs associated with the UM program as well as other future value-based contracts that the Health System has launched and continues to develop.

These enhancements benefited by providing **24X7 access to patients care information** and **increased efficiency of customer service department by 20% and reduced cost involved with in-patient hospital admissions by 17%**.

Major roles and responsibilities included

- **Project Management for application development and enhancement initiatives** involving Utilization Management (UM) and predictive Data analytics and reporting.
 - It included creating Project plans, conducting status meeting, Project plan, Milestone reports review meetings with stakeholders including senior management from North Shore.
 - Creating and maintaining **risk repository**, conducting risk status and mitigation plan review meetings with stakeholders.
 - **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
 - **Data reports:** Prepare data analysis reports, create data visualizations to support analysis, Analyse business reporting needs and create customized reports.
 - Responsible for coordinating with vendor for managing assessment and gap analysis and producing assessments for workable solutions for business needs.
 - **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
 - **Defect, release and change management** through identifying and enforcing right lifecycle steps to make sure no shorts cuts taken while achieving high stakeholder satisfaction.
 - Used **HP ALM (Application Lifecycle Management) and JIRA** to manage project deliverables and capture efforts.
 - **Governance program** in the delivery of IT structures, processes, and systems necessary to ensure **stability and productivity across business units**; participated in budgeting meetings for projects and provided inputs and defined technology staffing requirements in line with business model.
 - **Implemented financial reporting as a part of Risk contract management and population health management.**
 - Act as **JIRA administrator for Performance Management projects and programs**. Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows** for **Scrum as well as Kanban teams**.
 - Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies**.
 - Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures**.
 - **Produced documents for executive management**
- **Third-party vendor co-ordination and monitoring** for contract SLA and conditions adherence, application developments and customization off the Shelf products / application. It included below tasks.
 - Creating **contract SOWs for third party vendors** with details about expected project deliverables and their SLAs, organizational and/or regulatory compliance clauses if applicable, induction needs and trainings for new members, team distributions with required mix of required skills such as number of BAs, Developers, Testers, and Support.
 - Team set up including **onboarding**, accesses to required tools and environments, Induction and training fulfillment.
 - **Managing Remote teams** for overall status of deliverables against project plan and deliverable quality targets and actuals. Understanding and resolving their impediments, issues, risks raised. Coordinating

between business stakeholders and remote team members to resolve dependencies. Creating and maintaining overall status

- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs**.
 - Establish **project organization and defining roles and responsibilities**.
 - Creating **periodic overall status and milestone reports** for the remote teams for Senior management and Director group to showcase the progress, highlighting the **risks and mitigation plans**.
 - Providing feedbacks to remote teams and their management in case of deviations in delivery targets, and overall expectations.
- **Agile training** for new tech staff hires. Employed quality assurance and continuous process improvement techniques and developed efficient testing procedures. Inventoried available resources and prepared detailed assessment reports.

EMBLEM HEALTH INC. (FAMILY OF COMPANIES INCLUDING HIP & GHI) - NEW YORK, NY

Sr. Project Manager / Scrum Master / Data Analyst

May 2010 to Apr 2014

EmblemHealth is New York's largest not-for-profit Health plan serving more than 3.1 million people across New York tri-state area.

Application development was done using technologies like ASP .NET with MS SQL server and mainframe-based application were developed using COBOL, CICS, VSAM, REXX, Easytrieve, FileAid, DB2

Projects Managed Include:

- **Managed Long Term Care Plan (MLTCP) / Fully Integrated Dual Advantage (FIDA)** -In order to comply with 'NY Department of Health (NYSDOH)' mandate -Transitioned the certain long-term care & dual eligible members (Medicaid and Medicare) into mandatory Managed Long-Term Care (MLTC) plan. Implemented NYSDOH released application **Uniform Assessment System (UAS) serving as health registry** for initial and ongoing assessment of MLTC members. Implemented Fully Integrated Dual Advantage (FIDA) product for dual eligible members
- **Healthcare Cost Containment Initiative (HCCI)** - HCCI is a comprehensive program that focuses on ensuring company's competitive position in the marketplace. It includes development and implementation of enterprise wide initiatives (enhancements to **claims processing** application and **Member enrollment** application and **Electronic Medical Records**) with the objective of ensuring affordability to customer, reduction in waste by identifying areas where spend does not add value or correlate to member's needs.

Major roles and responsibilities included

- Develop and maintain **project plan** (Microsoft Project) for all applicable projects activities and project management processes such as schedule, budget, project (Scope) changes, risk, quality, and communications as per EPMO guidelines or standards.
- **Data cleansing:** Perform data and process analysis to identify patterns and assess errors and anomalies and determine root cause.
- **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
- Create **ETL workflows** using Informatica tool and/or customized SQLs to extract, transform and load data.
- **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
- Review and recommend **improvements in processes and templates within EPMO** knowledge repository.
- Stakeholder Communication and Feedback sharing – identify and communicate with stakeholders, their needs and expectations, incorporating them in delivery plan, getting continuous feedback from them over progress and sharing the feedback with all other stakeholders.
- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs**.
- Establish **project organization and defining roles and responsibilities**
- Budget - Work with project team on estimations, which help to **identify funding requirements and providing inputs for budgeting**. Analyze YTD actual costs for accuracy and ensure projects are tracking to budget.
- Quality – Tracking deliverables to set quality parameters and SLAs. Ensuring **strict adherence for quality gates and guidelines using CA PPM tool Clarity (Project and Portfolio Management)**. Conducting **Quality assessment connects** to review the actual and target quality parameters. Identifying owners and correction plans in case of discrepancies.
- Act as **JIRA administrator for Performance Management projects and programs**. Established **guidelines and rules** in setting up projects and programs in **JIRA** and maintaining **workflows for Scrum as well as Kanban teams**.
- Act as Scrum master for scrum teams **helping them increase efficiency by removing impediments and managing scrum ceremonies**

- Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures.**
- **Produced documents for executive management.**
- Defect management – Conducting **RCA (Root Cause Analysis), prioritization and estimation** meetings for the defects identified. Establishing timelines for the resolutions required as per priority, update project plans if impacted due to defect fix plan. Used **Rational ClearQuest** to track and manage defects.
- Participation in Requirement and Testing activities such as requirements grooming and validation sessions, helping to review and update test plans, participating in test executions before UATs, supporting users as a point of contact for high level analysis and further communication with development and support teams. Used **Rational RequisitePro** to maintain and trace requirements to actual deliverables.

EXCELLUS BCBS (BLUECROSS BLUESHIELD) - SYRACUSE, NY**Sep 2007 –May 2010****Project Manager / Project Lead Consultant / Data Analyst**

Excellus BlueCross BlueShield, headquartered in Rochester, NY, is part of a \$6.6 billion family of companies that finances and delivers health care services across upstate New York and long term care insurance nationwide. Collectively, the enterprise provides health insurance to nearly 1.5 million members and employs about 5,500 New Yorkers.

Application development was done using technologies like JSP/Java servlet & MS SQL server and mainframe-based applications were developed using COBOL, CICS, VSAM, Easytrieve, FileAid. Reporting were developed using crystal reports

Major projects managed

- Blue Cross Blue Shield Association (BCBSA) and Department of Health (DOH) mandated upgrades to the Inter-Plan Claims Processing (In-Network/Out of Network) **ITS software.**
- **EDI Claim transaction set 837 and EDI payment and remittance advice transaction set 835 conversions from HIPAA 4010 to HIPAA 5010.**
- Designed database to maintain and store **NPI (National Provider Identifier) & enable crosswalk interface** for Legacy Provider ID and NPI.
- **Implementation of Facets** as a claims processing system and assisted in migrating from legacy mainframe based claims application to Facets.

Major roles and responsibilities included

- Assisted in creating detail **WBS (Work Breakdown Structure) and Project plan.**
- **Data cleansing:** Perform data and process analysis to identify patterns and assess errors and anomalies and determine root cause.
- **Data design & mapping:** Perform data reconciliation from multiple sources, perform data mapping analysis and create data mapping documents. Establish and document data transformation rules.
- **Data standardization:** Establish and document data standards. Create data flow diagrams, document technical metadata.
- Used **HP Quality Center** to maintain and track project tasks and deliverables.
- Used **QTP and REXX** to perform automated testing.
- Responsible for coordinating with vendor for managing **assessment and gap analysis** and **producing assessments for workable solutions for business needs.**
- Establish **project organization and defining roles and responsibilities**
- Lead analyst in project, **designed and developed functionalities** required.
- **Provided SOA solutions for cross platform connectivity and maintenance for the ITS project**
- Conducted **JAD sessions** for Design and code review for faster feedback and improved quality of deliverables.
- Estimations, Requirement analysis, test strategy validation, unit testing
- Managed projects using **Key Performance Indicators, Earned Value Management, Schedule Performance Index, Cost Performance Index, Critical Path Analysis, and development of Work Breakdown Structures.**
- **Produced documents for executive management**
- Support for test activities, UAT, and level 3 production support.
- Conducted Root Cause identification meetings with team including **Fish-Bone analysis**
- Participated in many project management activities for scope definitions, project plan creation, tasks allocation, status tracking

INFOSYS TECHNOLOGIES LTD.**CLIENT: AETNA INC. - MIDDLETOWN, CT****Oct 2005 – Sep 2007****Sr. Software Engineer / Development lead / Onsite Coordinator**

Aetna is one of the largest nationwide Health insurance provider. Working with Infosys technologies- a multinational IT service providing company- delivered many successful projects for Aetna.

Major Projects:

- **Member Enrolment Application (MEA) Enhancements** As a programmer analyst / onsite coordinator worked on converting legacy Member enrollment application into real-time **Service Oriented Architecture SOA** Member enrollment application. Modified traditional Benefits/product Processing and storage into normalized structure of Benefit-Product Book of Records. Designed and provided Interface for COB (Coordination of Benefits) processing for managed care claims.
- **Aetna Administrative System (AAS) enhancement.** As a programmer analyst / onsite coordinator worked on Implementing Plastic-ID card Processing. Modified EOB (Explanation of Benefit) and EBS (Enterprise Billing System) generation Process to accommodate new Benefit/Product Details. Managed successful installation and configuration of DBMS software (DB2) on a variety of platforms (Mainframe, Web Server).

INFOSYS TECHNOLOGIES LTD. PUNE, INDIA**Jul 2003 –Oct 2005****Software Engineer / Programmer Analyst**

Project: Business Common Service Development

As a software engineer designed relational data model to store and process Claims data, using DB2 for a Healthcare client (Aetna) and oversaw implementation of real time interface for Plan Sponsor Enrollment.

- Coded new COBOL/CICS/DB2 programs for the new processes.
- Identified test data and provide test data setup
- Performed unit, integration testing
- Performed performance testing and tune DB2 programs for performance-related issues
- Provided system and regression testing support
- Conducted work product reviews to ensure requirements and quality adherence

EDUCATION & CREDENTIALS

- **Master of Science (MS)** Syracuse University NY– Applied Data Science – 2021(In Progress)
- **Bachelor of Engineering (B.E.)** - Production Engineering – 2001
- **PMI- PgMP** (Certified Program Management Professional) – Certification / Credential - 2009
- **PMI – PMP** (Certified Project Management Professional) – Certification / Credential - 2015
- **Certified Scrum Master® (CSM)** – Certification / Credential - 2015