**PROJECT SUMMARY**

**OPTUM INSIGHT INDIA PVT LTD:**

**1. Optum Data Exchange:**

**Duration:** From Jul’2020 to till date

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| --- | --- |
| Client | US Hospitals and Optum applications |
| Technologies | ORACLE, PostgreSQL, Azure |
| Team Size | 4 |
| Role | Individual Contributor |
| Designation | Assoc. Data Engineering Manger |

**Project/Management Aspects:**

* Make sure the Daily checks of necessary applications and processing is moving seamlessly.
* Work with the Engineering team to fix if any issues faced.
* Work with TCC/AOC/Engineering and provide support during war rooms.
* Work with HL7 (V2/V3/FHIR) client data to complete the support request from clients.
* Complete reprocessing of failed messages on a regular basis.
* Work on the defects in the latest release/millstones and complete UAT checks.
* Create report for salesforce data and war room data.
* Create documentation for necessary data flow, process, and product activities.

**Technical Aspects:**

* To learn Azure, PostgreSQL to support the product and process.
* Learn HL7 V2 and FHIR to understand and support clients.

**2. Optum Market Advantage:**

**Duration:** From Dec’2016 to Jun’2020

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| --- | --- |
| Client | More than 200 US Hospitals |
| Technologies | SQL server, Python, |
| Team Size | 14 |
| Role | Lead |
| Designation | Lead data Engineering Analyst / Assoc. Data Engineering Manger |

**Project Aspects:**

* Landmines: Using the monthly trend of volume, revenue, contribution margin, employed physician count collect average and calculate Standard deviation. Plot the data in the excel using Z score. Further follow-up with individuals and update clients accordingly. Present the outcome to leadership on how many issues were overcome and identified before client escalations.
* TSOR: Individual members last two years data and latest month data will be compared and measured in terms of Volume, revenue, contribution margin, expected payment and physician employment status. Latest month data will be further validated under three scenarios,
  + How much is the current month deviated on the Z-score metric.
  + Is it above the average of last six months?
  + Predict the nearest member using the KNN algorithm based on the last 2 years trend and see if the current month is close to the forecast.

Based on the outcome of the above three, determine whether the metric is in-line or is it an outlier. These outliers will be further used to check-in with clients and fix them.

* Aether : Once the client data is loaded OMA has some level of issues we notice on a regular basis. Some of the clients has the same issues every month. Aether is created as a tool to determine whether an issue is actually and issue or it can be overlooked and take approval from the necessary individuals. Basically, creating an expiration date for a problem and move the data load info in a faster manner. This leads to avoiding multiple manual intervention and data load would be able to complete efficiently and without any delay.
* Renewal prediction using emotional mining: We receive the client feedback monthly, which does show a score but what is does not show is the emotion state of client while providing feedback. This could be attained from the comments they have provided. We took these comments data and used the R sentiment analysis method to determine how much bad and good comments we have received. Based on the good and bad comments we created a score and arrived at 85% of accurate prediction for the possibility of a client staying with us. We also won a Hackathon award for this.
* Inventory Management: To see how many open tickets are available in the beginning of the month and compare it with previous months. We connected with Salesforce backup database and collected the data based on the status changes on a day. We further connected this with the efficiency of ticket closure and reduced a certain amount of overall turnaround time.
* One-Click load: Data load for OMA was spread across three days and it was using multiple tools. Each tool has its own log and the DA needs to keep monitoring them and update the Salesforce accordingly. We collected the logs from each tool and identified a way to put is on a short description which will be updated in the common database and determines what is the status of the data load. We created a connecting code in R which initiates the next steps based on the short description we defined earlier. We were able to achieve more than 30% of automated data load by the end of 2019.

**Management Aspects:**

* Leading and mentoring the technical projects starting from planning and managing the project.
* Creating plans to achieve the team goals and support organization goal.
* Create plan for individuals to improve themselves and make sure they understand the product/process.
* Improved the seamless execution of data loads and fully automated including the QATrend sheet.
* Discuss with the PM/BA/Engg team to incorporate new modules and plan for support and execution from Data Engineering end.
* Plan for business execution and continuity and create contingencies if necessary.
* Ensuring smooth transition of activities from Austin team to Chennai.
* Empowering team members to extend their support and improve their knowledge.

**Technical Aspects:**

* Plan and ensure the team is equipped with technical and process knowledge.
* Mentor team technically if needed and organize the tech learning for the product/process updates.
* Make sure the team gets enough knowledge to complete operations and analysis seamlessly.

**3. Healthpost:**

**Duration:** From April’2016 to Dec’2016

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| --- | --- |
| Client | More than 50 US Hospitals |
| Technologies | MYSQL, Python |
| Team Size | 3 |
| Role | Lead |
| Designation | Senior Data Analyst |

**Healthpost** is an online physician appointment booking application, it allows users/patients to directly book doctor appointments. Healthpost appointment schedule is integrated to the member sites /CMR member application / Healhtpost.com. Healthpost has made a contract with WebMD portal in response to rising competition. Now users/Patients can book an appointment via WebMD site as well.

**Project/Management Aspects:**

* Leading and mentoring the technical projects starting from planning and managing the project.
* Creating necessary reports benefiting the team and management
* Ensuring smooth transition of activities from Austin team to Chennai.
* I play the liaison between Chennai and Austin team to perform smooth functioning of Health Post activities on Chennai end, and work on strengthening the relationship and rapport.
* Mentoring team to extend their support in other areas. Currently Chennai team is supporting Dev liaison and creating rake tasks.
* Promoted team members to extend their support on teams like ARX and i-Round.
* Received multiple shout outs within the team for excellent mentoring/coaching skills.

**Technical Aspects:**

* Ensuring quick turnaround time for the member data load
* Created Python scripts for member data integrations.
* Test the python scripts whether it works fine on the staging database. Fix any issue faced while doing the testing.
* Ensure that the created python script is replicated in production and scheduled for regular integration load.

**4. Crimson Medical Referrals:**

**Duration:** Jan’2015 to Apr 2016

**CMR** isonline patient referral from PCP to specialist. Member PCP and Specialist will be mentioned in the application also individual PCP’s can login with free of cost. CMR changes the usual referral system to electronic referrals. This can save a lot of time for a PCP provider also a sender would be able to send referrals to a fax machine.

|  |  |
| --- | --- |
| Client | More than 60 US Hospitals |
| Technologies | Microsoft SQL server, SSIS, SSRS, MSAccess, C#.Net |
| Team Size | 6 |
| Role | Senior Analyst |
| Designation | Senior Data Analyst |

**Project Aspects:**

* Patient Data load: Patient data were received from clients and these data needs to be loaded into the CMR database. Created SSIS packages to load these data in multiple tables. Automated different client Patient data load for CMR using SSIS and SQL.
* Super Reports: Super report is a comprehensive report which provides knowledge about where the referral is moving and possible improvement area. This is amonthly report which contains 20 tabs in excel and more than 40 graphs. For the client CHN it was more than 40 tabs and 70+ graphs. Automated the data retrieval process in C#.Net to publish the report automatically and reduced the time for one member to 5 minutes from 30 minutes/per client.
* SSRS Reports: All the reporting were not determined, and clients were expecting to see the performance and how to data processing and potential area of improvement. Created more than 50 SSRS reports to accommodate different client/marketing / dedicated advisors, also migrated the reports to the support different releases.

**Technical Aspects:**

* Helped in preparing various management reports like SLA report, Utilization report.
* Trained three team members on the CMR product.
* Provided trainings for the CMR reporting and created a viable resource for reporting.
* Trained team members in excel and provided an introductory session on SSRS for the team members.
* SLA Compliance at 99% for the support tickets in the overall period.
* Average utilization was more than 102% while working for CMR services.
* Reduced the Report delivery time from 48 hours to 8 hours within six months for SSRS reporting.
* Reduced Turnaround time from 3 days to 1 day for Super report.
* Reduced manual effort in App master Sync.
* Created the MS Access form for Master Insurance Project.
* Learned and updated the Master Insurance form to C#.Net for more flexibility.
* Learned a bit of Angular JS and updated the Master Merge application form for more loading the data better in the database.
* Took over the ownership of migrating the staging and production sites to the latest release.
* Created post load SQL for various patient data loads.
* Automated MHI report to upload the data directly to box location.

**5. Crimson Market Advantage:**

**Duration:** Sep’2011 to Dec’2014

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| --- | --- |
| Client | More than 300 US Hospitals |
| Technologies | Microsoft SQL server, SSIS |
| Team Size | 12 |
| Role | Analyst |
| Designation | Data Analyst |

**Technical/ Project Aspects:**

* Reduced member data load average time and helped the team to build a stabilized data load.
* Consistently delivered the data loads with high quality.
* Ensuring quick turnaround time for the member data load
* Ensuring that files have been received correctly for data load process from the member, and fixing general file issues(if any)
* Writing/modifying **Post load PL/**S**ql scripts** in order to move these data from the raw tables to the next level based of database schema.
* Ensuring smooth production move with 100% quality.
* Worked on DMV diagnostics project along with Austin team and implemented for all the members.
* Also worked on DMV Diagnostics threshold project to determine the threshold for all the members as a step to one click loader.
* Eliminated a manual step named as the preload checks by incorporating the changes in DMV Diagnostics and some of them in loaders (with the help of Dev).
* Worked on QA trend sheet to improve the trends we are showing through the same
* Worked on the Initiative ‘unmapped specialties’ to map the member specialties against ABC specialties.
* Removed the old manual diagnostics method and created a stable and improved version of Diagnostics.
* Improved the functionalities used in the PSS-Support project for Turbos.
* Helped Turbo team to create an excel template for stable turbo member data upload.
* Worked on Data ROI initiative to find out the ROI provided by CMA for the members.

**Other Initiatives:**

* Have taken Excel training to various teams like HR, Facility, CMA, CMR and other services teams.
* Have also taken PowerPoint training in ABCO India.

**FIRSTSOURCE SOLUTION LTD**

**Duration:** Apr’2008 to Aug’2011

**Project Aspects:**

* Fraud identification reports: Telecom was spread across country and marching forward with much more potential. But there were a lot of potential areas for fraudulent activities apart from sim clone and international Roaming. I worked with multiple client individuals and identified many fraudulent and possible process deviations. Adjustment and payment are two most common methods frauds happened. I created an algorithm and logic to capture the fraud movement of adjustment and payment and created alerts. This led to avoid millions of rupees from fraudulent activities and further detailed report with IP and username analysis led to 4 arrests and kept us from further revenue loss. We extended this identification logic to Prepaid mobile customers as well.
* Existing customer Bad debt: Bad debt is uncollectable bill amount, when a customer leaves without paying the outstanding amount the collection team tries to recover the amount. If they are not successful, the amount is moved to the bad debt. I created a logic to identify the existing customers with bad debt using the name, address, birth date and few other details. Which has led to recovery of more than 20 million rupees at the start.
* Lead file generation: Lead file is named so it is the prioritized file for collection of bill amount form the customer. This goes to the entire PAN India tele calling teams and they use to reach out to customers. We worked with 16 files to identify the correct list of customers who do not have payment, adjustments, DND, exclusion, VIP, sim change and others.
* Audit and Compliance report: We created analytical reports to identify whether the process and guidelines has been followed at various provisioning, sim change, VAS and deactivation. We were able to identify different practical difficulty and problem areas. Which led to create multiple policies and operating procedure for clients.

**Management Aspects**:

* Training the team in Technologies like SQL Server, Ms Access and Ms Excel.
* Mentoring the team to innovate more ideas for the business.
* To maintain the Standard Operating Procedure for the process, if required to modify the same according to the new changes.
* Involved in controlling of Telecom frauds.
* Motivating the team to achieve target on time.
* Providing daily status report on the process hits and error.
* Maintain the FTE target.

**Technical Aspects:**

* To identify the process gaps and automate the same in SQL.
* Identifying the possibilities of error in the process by doing random QA process on a regular basis and to create a rectification plan if necessary.
* Involved in performance testing.
* Identifying the process gaps and escalate to the next level as per the escalation matrix.
* Automated the Adjustments process in SQL server and reduced the delivery time from 2 days to 3 hours.
* Automated the Lead file (operational report used for Billing - tele calling process) generation report.
* Create reports based on requirements from client and ensure that it is delivered on time.
* Identify the areas where automation is possible and automate the process in SQL server.