

PANKAJ DUBEY

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Vice President – Data Analytics, Gen AI, Technology & Program Management

(Domain – Healthcare & Insurance)
Fellow, Academy for Healthcare Management (FAHM)
Fellow, Life Office Management Institute (FLMI)

PROFESSIONAL SUMMARY

- ❖ Accomplished Healthcare & Insurance Domain and Technology Executive with Experience of **20+ Years** in end-to-end Software Engineering and Delivery, Data Science, Data Analytics, Digital Transformation, Data Engineering, Business Intelligence and Program Management.
- ❖ Lead large team up-to **300+ staff members** and Managed revenue of **\$ 25 M.**
- ❖ Worked around **5+ years in USA** at Various Onsite Locations (Columbia, SC and Mt. Laurel, NJ) and Created Winning Teams.
- ❖ Maintained Outstanding Track Record of Delivery and Benefits Realization via Executing High Quality, Cost Effective and Business Focused Projects and Programs.
- ❖ Vast Experience in Working with International Clients including United Health Group (UHG), United HealthCare Global (UHCG), Optum International, OptumRx, Liberty Mutual, Genworth Financials, Chubb, Zurich, AAA Mid-Atlantic, Aon, Aspen, Munich Re and Berkshire Hathaway Specialty Insurance etc.
- ❖ Supported Business Development Teams in New Projects Pipeline by helping in RFI/RFP/SOW Estimation based on Alternate Commercial Models, Try & Buy Contracts, Proof of Concept etc.
- ❖ Experienced in Leading Large-Scale Data-Tech Programs using varied Tools & Technologies Including Cloud and Machine Learning Implementation.
- ❖ Resilient Communication Skill. Lead Presenter in Various Business Conferences and Campus Drives.
- ❖ **Having 10 years Multiple Entry B1 Visa (US Visa) valid till 2027.**

AREAS OF EXPERTISE

Effective Communication
Digital Transformation
Delivery Excellence

Data Analytics
Customer Engagement
People Leadership

P & L Management
Strategic Planning
Technology Acumen

ACADEMIA & CERTIFICATIONS

- **LEAP** - Leadership Executive Advancement Program - Indian School of Business, Hyderabad (2017)
- **YPP** - Young Professional Program in Management - Indian Institute of Management, Calcutta (2004)
- **Bachelor of Engineering (Honours)** from SGSITS Indore, (Passing Year - 2000)
- ❖ **FAHM** - "Fellowship (Healthcare)" Academy for Healthcare Management, AHM, USA
- ❖ **FLMI** - "Fellowship (Life Insurance)" Life Office Management Institute, LOMA, USA
- ❖ **ARM/CPCU** - Associate in Risk Management, The Institutes, USA
- ❖ **AINS** - Associate in General Insurance, The Institutes, USA
- ❖ **PMP** - Certified Project Management Professional by PMI, USA
- ❖ **PSM 1** - Professional Scrum Master 1 Certification from Scrum.Org (Agile Certification)
- **Microsoft Azure Certifications** - Azure, Azure AI, Azure Data, Microsoft 365 and Power Platform Fundamentals
- **Google Cloud Digital Leader Certification**

Platform & Skills: Azure, Text Analytics, SQL, PMP, Predictive Modelling, Power BI, Tableau, Qlik, GitHub, PostgreSQL, IBM AS/400, Legacy Modernization, Application and Data Migration, New Product Implementation, Digital Transformation etc.

Vice President – Data Analytics, Gen AI, Technology, CRM & Program Management:

Xceedance, Noida – June 2023 to May 2024

(Team of 130+ Members and \$ 10 M Revenue)

- Lead Large Size Programs Including Capability for CAT Technology Delivery, Digital Transformation, Business Excellence & Data Analytics Teams for Largest Xceedance Client.
- Managed the Flagship Business Projects and Accountable for Successful Completion of the Projects within Scope, On-time, within Budgeted Cost/Effort.
- Digitization Transformation – Implemented Risk Data Platform and Risk Modeling Platform and Achieved **30% reduction** in the Manual Scrubbing for Enhancing Efficiency and Enable Scaling.
- Drove Generative AI Pilot Program for Implementing Specific Uses Cases.
- Implemented Analytical Solutions like Bind Propensity, Exposure Concentration Analysis, Churn Prediction, Renewal Pattern Recognition, Portfolio Outlier Analysis and Similar Submission Guidance.

Vice President & Delivery Leader – Data Analytics, Technology & Program Management:

Genpact, Noida – January 2020 to May 2023

(Team of 300+ Members and \$ 25 M Revenue)

- Lead Offshore Analytics Delivery Covering Digital Transformation, Automation, Catastrophic Modeling, Technology, Actuarial Sciences, Data Engineering and Data & Analytics for All Accounts in the Insurance Vertical.
- Managed Large Team of Project Managers, Analytics Consultants, Data Engineers, and Visualization Experts for progressing Data-Tech-AI, Consulting, and Insights Generation.
- Achieved High Growth and Profitability along with Significant Client Value Generation and Fulfilling Customer Experience.
- Steered State of the Art **Data Bridge Program for AI and Data Analytics** Awareness across the Vertical. Created Culture of Data led Innovation.
- Drove Consulting and Sizable Programs along with Emerging AI and Technology Analytics Landscape in the Vertical – Data Strategy, Data Engineering, Predictive Modelling, Operational Analytics and Reporting & Business Insights CoE.

Director – Healthcare Data Analytics, Reporting & Technology Program Delivery:

UHG / Optum, Noida - July 2014 to January 2020

(Team of 100+ Members in UHG/Optum Global Capability Center)

- Lead various Digital, Data Analytics and Large Tech Program teams across United HealthCare Global, OptumRx, Optum International and Optum Commercial Delivery.
- **Overall Delivery Leader for Strategic Program related to Fraud, Waste and Abuse PoC completed for Ayushman Bharat Scheme, Govt. of India. Identified potentially fraudulent Beneficiary/Claims in PMJAY scheme using deterministic rules and probabilistic models.**
- Lead the OptumRx account for Digital, Data Analytics & Program Management. As a Pharmacy Care services company, OptumRx goes beyond traditional Pharmacy benefit management for delivering exceptional value.
- Worked on Payer-Provider Analytics as well as OptumRx Call Center Optimization.
- Lead a Team for Disease Prediction and Modelling for Focusing on the Health of High-Risk Patient Populations.
- Established Global Learning Center for Data-Tech-AI and HealthCare Domain.

Senior Program Manager – Software Delivery:

Infosys McCamish, Hyderabad - May 2012 to July 2014

(Team of 100+ Members in Infosys McCamish Delivery Center)

Infosys acquired US-based McCamish Systems to enhance their Product and Platform capability in Insurance space. McCamish's intellectual property, including VPAS® Life and PMACS®, serves as the backbone of the company's services business model and can be customized to suit unique client requirements

- Lead Programs from Offshore involving New Product Launch, Customization and Conversion of Life and Annuity contracts
- Successfully drove the Domain Competency Development for Offshore McCamish Technology Team.

Technology Manager – Software Delivery:

CSC/DXC, India/US - July 2000 to May 2012

(Team of 80+ Members in CSC/DXC Global Capability Center)

Zurich Global Life Program – Lead the Global Life Program which was a Key Strategic Program Delivering Benefit across Zurich Global Life Business through the Effective Deployment of the CSC LIFE and GROUP Platforms and associated Processes.

P&C POINT IN - Worked as Technology Manager and Subject Matter Expert for POINT IN Product which Catered To Mid-Range P&C Insurers in the US.

Global Resourcing Project for AAA Mid-Atlantic - Global Resourcing (GR) was a Services Offering to the CSC Customers for Operations Research, Software Development, Maintenance and Testing Support Activities. AAA Mid-Atlantic is among the Largest of the Clubs of American Automobile Association (AAA) National Federation. Worked as an Onsite Engagement Manager based in New Jersey.
