SENTHIL PRABHU MOOKIAH

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SUMMARY

A dynamic leader with 19+ years of experience driving engineering excellence and delivering complex projects across diverse industries. Proven track record of managing portfolios and programs, leveraging Agile, SAFe, and Waterfall methodologies to ensure successful outcomes. Skilled in leading cross-functional teams of up to 70 members, overseeing the development, production support, and QA across Managed Services, Fixed-Bid, Outcome-Based, and T&M engagement models.

EXPERIENCE

Service Delivery Manager | Cognizant | Chubb Insurance | WhiteHouse Station, NJ | November 2019 - Present
· Directed a critical portfolio of 6 applications, ensuring peak production performance and seamless delivery of large-scale changes.
· Led an Enterprise AI Ops transformation for 30+ applications, introducing unified ticketing, alerting, and anomaly detection, which boosted team efficiency by 28%.
· Automated the processing of ~700,000 emails per month by integrating OCR technology, enabling precise claim association and reducing manual workload.
· Oversaw $15M in policy transactions, collaborating with cross-functional teams to mitigate failures and implement long-term system fixes.
· Deployed CHIP OpenAI NLP automation, streamlining user assistance and reducing support ticket volumes by 20%.
· Applied advanced analytical skills to drive performance reviews, forecast revenue, and optimize resource utilization for sustainable growth.
· Spearheaded the adoption of site reliability engineering (SRE) methodologies across critical platforms, resulting in a 35% improvement in system uptime and a 25% reduction in incident response times.

Technical Program Manager | Cognizant | ACE Insurance | Philadelphia, PA | August 2017 - September 2019
· Spearheaded the design and implementation of a large-scale content migration project, transitioning an ECM system from OpenText VB6 to IBM FileNet, successfully migrating approximately 250 million documents.
· Directed all phases of the ECM migration lifecycle, including requirements gathering, system design, development, testing, deployment, and seamless user transition.
· Led a cross-functional team to deliver a complex CRM integration project 2 months ahead of schedule, enhancing client data accessibility and achieving a 30% increase in team efficiency through streamlined workflows.

Technical Project Manager | Scrum Master | Cognizant | Chubb Insurance | Philadelphia, PA | February 2011 - July 2017
· **Successfully implemented IBM Data Cap** to perform Optical Character Recognition (OCR) on 3 million ingested documents in under a week, streamlining content processing and ensuring operational efficiency.
· **Designed and deployed a scalable 'Migration Factory'** leveraging Azure Data Factory and Databricks to automate migrating business documents and data from Xythos to FileNet. The solution supports parallel migrations across multiple applications and enables seamless future use cases.
· **Scrum Master leadership:** Managed product backlogs, prioritized requirements with stakeholders, and facilitated backlog grooming sessions to ensure high product quality and performance. Led Agile ceremonies, including PI Planning and System Demos, to align teams and deliver results.
· Programmed and executed an end-to-end project plan that streamlined processes across three departments, reducing project delivery time by 25% and improving inter-departmental collaboration through JIRA.

Senior Delivery Lead, Application | Cognizant | ACE Insurance | Philadelphia, PA | October 2009 - January 2011
· Directed customization and integration efforts for a critical, end-of-life product serving 15,000+ users, ensuring seamless operation and user satisfaction.
· Implemented tactical and long-term solutions, reducing availability issues by 15% year-over-year.
· Streamlined deployment processes by introducing a structured monthly cadence and conducting regular audits, resulting in a 25% decrease in deployment errors.
· Engineered a comprehensive system architecture redesign that improved processing efficiency by 30% for ACE Insurance, leveraging cutting-edge technologies and fostering collaboration between cross-functional teams.

Senior Technical Lead | Cognizant | Hartford, Japan | Tokyo, Japan | February 2008 - September 2009
· Spearheaded the development of financial product solutions, creating and refining functional specifications and authoring three comprehensive documents to ensure precise communication for complex financial products.
· Designed and delivered the Money Transfer solution, a foundational system during the 2008 recession, enabling seamless account transfers and efficient annuity payouts.
· Architected and implemented the Annuity Calculation API leveraging ProductXpress, achieving a flawless zero-defect production rollout and earning recognition for exceptional accuracy. This API became a pivotal enabler for all portfolio interfaces.
· Led a cross-functional team in the migration of legacy platforms to cloud infrastructure, enhancing system resilience by 35% and achieving 99.9% uptime reliability across critical applications.

Technical Lead | Cognizant | Ingenium COE | Chennai, India | April 2007 - January 2008

System Engineer | Cognizant | MetLife Insurance | Chennai, India | July 2005 - March 2007

EDUCATION

Master of Computer Science (MS) | Georgia Institute of Technology | Atlanta, Georgia | 2027

Master of Business Administration (MBA) | Great Lakes Institute of Management | Gurgaon, India | 2025

Advanced General Management Program (AMP) | Institute of Management & Technology | Ghaziabad, India | 2024

PG Certificate in AI/ML and Data Engineering | Indian Institute of Technology | Roorkie, India | 2024

Bachelors in Engineering, Mechanical Sandwich (BE) | PSG College of Technology | Coimbatore, India | 2005

CERTIFICATIONS

AWS Certified Solutions Architect - Associate | Amazon | 2025

Project Management Professional (PMP) | PMI | 2025

Certified SAFe® 6 Release Train Engineer | SAFe® | 2024

Product Manager Certificate | Product School | 2024

ITIL® v4 Certificate in IT Service Management | PeopleCert | 2024

Certified ScrumMaster® (CSM®) | Scrum Alliance | 2024

SKILLS

Technical Skills: Agile, SAFe, Waterfall methodologies, C#, Java, Angular 6, Python, Shell, HTML, CSS, JavaScript, Express.js, LangChain, Machine Learning, MLOps, Numpy, OpenAI, PySpark, TensorFlow, ServiceNow, AppDynamics, Splunk, Grafana, ScienceLogic, Elasticsearch, Kibana, AutoSys, Power BI, Tableau, Visual Studio, IBM DataStudio, IBM FileNet, Spring Boot, INFORMATICA ETL, Duck Creek, Github, Jenkins, SoapUI, POSTMAN, JIRA, MS SQL Server, Azure SQL Database, DB2. PostgreSQL

Soft Skills: Leadership, strategic planning, cross-functional team management, problem-solving, effective communication, adaptability, stakeholder collaboration, conflict resolution, performance analysis, decision-making under pressure, mentoring, innovation management