



## Swapan Roy

MANAGEMENT CONSULTANT

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🌐 [@swapanoy](#)

### PROFILE

A project lead, with experience working on various new initiative projects, delivering business value.

### SKILLS

#### Project Management



#### Product Ideation & Discovery



#### Customer's Voice



#### Leadership



#### Technology Agnostic



## WORK EXPERIENCE

### MANAGEMENT CONSULTANT

#### *Elevance Health Inc.*

Jun '22 - Present

Responsible for the design, and development of solutions within Digital Provider space.

Achievements:

- Initiated, designed, and monitored performance testing, leading to overall PREF. improvement of 80%.
- Increased team productivity by 20% within 6 months.
- Reduced defect count by 35%, by introducing peer code review and paired programming.
- Successfully shifted to cloud-based microservices and to a seamless omni-channel environment.

### MANAGEMENT CONSULTANT

#### *Chubb Inc.*

May'20 - Jun '22

Accountable for delivery of RPA (robotic process automation) solutions across multiple business units with cross-functional remote teams.

Achievements

- Leading North America Operations (ProdOps) reduced Average Handling time (AHT) by 10 minutes.
- Created RPA work for claims leading to annual saving of \$400+.
- Sliced the average time-to-market for new functionality to eight weeks, and the release cycle to two weeks.

### FUNCTIONAL LEAD (SYSTEMS ANALYST)

#### *Anthem Inc.*

May'19 - Apr '20

Functional lead responsible for triaging incidents and conducting automation proof of concept.

Achievements

- Created Proof of Concept & designed framework for natural language processing (NLP) tool to capture customer's pain points which led to an increase in customer satisfaction score (CSAT) by 4 points.
- Created a readiness plan, risk mitigation strategy, managed defects, leading to a decrease in incident rate by 50%.
- Created frameworks for member group migration using RPA



## Swapan Roy

### CERTIFICATE/LICENCES



SAFe Product Owner/  
Product Manager (POPM)



SAFe DEVOPS Practioner



Certified Scrum Master (CSM)



RPA – Workfusion –  
Business Intelligence Analyst



IBM Enterprise Design  
Thinking Co-Creator



IBM Blockchain Essentials V2

### TOOL

Methodology: Agile (SAFe/Kanban)  
Waterfall

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Atlassian Tools: JIRA, Confluence

Programming: Python, R, JavaScript

Databasd:Oracle, Sybase, MongoDB

BI Tools: Tableau, Pentaho,  
Microstrategy

### HACKATHON



EUvsVirus



Toyota

## WORK EXPERIENCE Cont...

### LEAD SYSTEMS ANALYST

#### Anthem Inc.

Apr'13 - Apr'19

Led multiple Data-Driven projects like Legacy Modernization (Digital Transformation), Data Governance, third-party integration like payment methods, LiveHealth Online (Telemedicine), and compliance/regulations with government regulations.

Achievements

- SME for Provider, Membership, Claims and Functional Lead for “Find for Doctor ” and “Cost of Care” tool.
- Led Digital Transformation project leading to an annual saving of +\$600k.
- Completed multiple state and federal compliance-related projects leading to an average saving of \$1 Mil/ state in fines.

### BUSINESS INTELLIGENCE ANALYST

#### Blue Health Intelligence

Jun'12 - Aug '13

Accountable for delivery of RPA (robotic process automation) solutions across multiple business units with cross-functional remote teams.

Achievements

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### SYSTEMS ANALYST

#### Blue Care Network (BCBS MI)

Sep'11 - Jun '12

### DEVELOPER-II

#### TVC Skyshop

Jun'06 - Apr '07

## EDUCATION HISTORY

### Masters in Computer Science

Aug'07-Dec'10

#### Montana State University - Bozeman

### Bachlors in Mechanical Engineering

Jun'99-Jun'04

#### Mumbai University