



Swapan Roy

MANAGEMENT CONSULTANT

📍 Alpharetta, GA

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🌐 <https://swapanroy.github.io/website/#>

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PROFILE

Result driven hands-on techno/functional lead, with proven track record of delivering value.

SKILLS

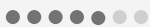
Active Listener



Analytics



Project Management



Product Ideation & Discovery



Customer's Voice



Leadership



Technology Agnostic



WORK EXPERIENCE

Expertise:

Problem Solving, Building relationships, Stakeholders Management, Agile Methodology, Product Vision & Strategy, Discovery, PMO, KPI, Budgeting, Estimation & Forecasting, Maintain - Scope, Cost, & Schedule, Continuous Improvements (CI), Scrum, Kanban, Jira,, Risk Management Business Intelligence, Visualization, Automation, Root cause analysis (RCA)

MANAGEMENT CONSULTANT

Elevance Health Inc.

Jun '22 - Present

Responsible for the design, and development of solutions within Providers-Payer Digital space.

Achievements:

- Accomplished overall performance improvement of 80% measured by page load speed by re-designing and monitoring api calls.
- Reduced defect count by 35%, by introducing automation, peer code review and paired programming.
- Increased team productivity by 30% within 6 months.
- Successfully migrated to cloud-based (on-prem) microservices.

MANAGEMENT CONSULTANT

Chubb Inc.

May'20 - Jun '22

Accountable for delivery of RPA (robotic process automation) solutions across North America business units with cross-functional, internationally distributed remote teams.

Achievements :

- Reduced Average Handling time (AHT) by 10 minutes by analyzing and removing redundant process flow.
- Created process automation pipeline for claims leading to annual saving of \$400k+.
- Sliced the average time-to-market for new functionality to six weeks, and the release cycle to two weeks.
- Created and presented realtime dashboards and weekly broadcast for senior leadership (Business and IT C- level staff)to understand project status and delivery dates.

FUNCTIONAL LEAD (SYSTEMS ANALYST)

Anthem Inc.

May'19 - Apr '20

Functional lead responsible for triaging high priority incidents within Provider/Members area and creating automation framework.

Achievements ;

- Increased customer satisfaction score (CSAT) by 4 point by capturing & removing customer's pain points with the use of natural language processing (NLP) tool.
- Decreased incident rate by 50% by creating proactive readiness plan, risk mitigation strategy & managed defects .
- Created frameworks for member group migration using RPA in Ui Path



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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/ Scrum/
Kanban), Waterfall
Tools: JIRA, Confluence, Splunk
Programming: Python, R, JavaScript
Database :Oracle, MongoDB, SQL
BI Tools: Tableau, Pentaho,
Microstrategy
Automation: WorkFusion

HACKATHON (WINNER)

-  EUvsVirus
-  Toyota

LANGUAGES

-  English (Professiona)
-  Japanese (Beginner)

WORK EXPERIENCE

Cont...

LEAD SYSTEMS ANALYST

Anthem Inc.

Aug'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 domain area and Functional Lead for “Find for Doctor ” and “Cost of Care” tool.
- Led Digital Transformation project for Provider Modernization 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

Project goal was to create a Business Intelligence Reporting Application, using Claims, Membership, Provider, Billing information to get patient risk score, provider and facility rating.

Achievements :

- ·Design & development of evidence-based decision-making application using Pentaho, gaining insights on patients' health-risk models and business dashboard needs.
- Established agile practice and best practices.

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