Swapan Roy

MANAGEMENT CONSULTANT

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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

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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

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.
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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