

Profile Summary & Key Achievements:

- **Spearheaded** innovative product development initiatives, leading cross-functional, on and offshore teams within the **healthcare** sector. Successfully applied **Scaled Agile** and **Scrum** methodologies to deliver high-visibility projects focused on **claims processing** and **digital transformation**.
- Managed complex, **compliance**-related projects using **Agile** and **PMI-Program Management (PMP)** methodologies. Drove **continuous improvement** and **data-driven** decision-making to ensure on-time and within-budget project delivery.
- Successfully integrated **AI** and **Agile** principles to enhance efficiency and drive **innovation**. Developed and implemented **custom solutions**, including an **NLP framework**, which significantly improved **customer satisfaction (CSAT)** by effectively addressing customer pain points.
- Developed and executed **data-driven** product strategies, encompassing comprehensive **roadmaps** and **product development plans**. Demonstrated expertise in **data governance** strategies across the full **data lifecycle**, particularly within **health risk management** initiatives.
- Collaborated effectively with diverse **stakeholders**, including business stakeholders, SMEs, compliance and regulation teams, architects, security teams, and external vendors. Mentored team members on **business logic**, **data**, and **process flow**, fostering a collaborative and high-performing team environment.
- **Relevant Certifications :**
 - **Certified SAgile Agilist, Certified Scrum Master, Product Owner/Product Manager, and DevOps**
 - **Cybersecurity certifications** such as **ISC2's Certified in Cybersecurity** and **Security Leadership from AttackIQ**

Technical Skills:

Methodology: Agile (Scrum, Scaled Agile, Kanban), Waterfall, Project Management

Domain Expertise: Membership, Claims, Provider, Provider-Payer, HIPAA and PHI/PII regulations, Utilization Management, Case Management, Episodes of Care, Population Health, and Healthcare Data Management.

AI/ML/Deep Learning/Generative AI: Retrieval Augmented Generation (RAG), fine-tuning, and tools: Gemini, BERT, NotebookLLM, MS Copilot, ChatGPT, Anthropic's Claude, AWS (Ecosystem)

BI and Database tools: Pentaho, MS SQL Server, Sybase, Oracle 9.22, MySQL 6.0, WebMethods OneData, MongoDBv4.0 (Robo 3t).

Data Modeling: Conceptual, Logical, Physical, OLAP-Star/Dimensional Data Modeling, E-R Diagrams, Relational Database Design.

Integration tool: SSIS, Pentaho data Integrator/Kettle (ETL), Informatica

Dashboard /Reporting tools: WebTrends, SSRS, Crystal Reports, SAP Business Objects, Tableau, MicroStrategy

Data Visualization: Tableau, MicroStrategy, Splunk, R

Productivity tools: Python, R, MS Excel, MS Visio, JIRA, MySQL, Toad, SOAPUI, Postman API, Visual Studio, SharePoint, Confluence, MS Teams, GitHub,

Professional Experience :

Client: Elevance Health Inc. - Atlanta, GA

Jul'22 – Current

Role: HealthCare SME and Project Manager/Scrum Master – Digital Provider (Consultant)

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

Responsibilities:

- Led the **design and development of solutions** for the focusing on **Onboarding and Provider Experience (Clinical Area)**.
- **Collaborated** with **cross-functional teams and vendor partners** to ensure adherence to scope, timelines, and quality standards, while also managing risks.
- **Drove customer delight and operational efficiencies** through the design of scalable solutions.
- Adopted **Generative AI -Driven Development (GenDD)** to reduce time-to-market.
- Co-managed a \$700K **monthly budget**, staffing 30+ resources across **Provider Experience and Onboarding** teams.
- Successfully executed major **cloud migration** (on premise to AWS) and lift and shift (from one location to another)
- Planned and executed Program Increments (PIs) and facilitated Agile ceremonies.
- Developed key Agile artifacts and **tracked key metrics** using Confluence, Advance Roadmaps and eazyBI.
- Served as a **domain expert for Membership and Provider processes**.

Client: CHUBB Inc. – Atlanta. GA

May'20 – Jun'22

Role: Automation Expert & Project Manager/ Scrum Master – Intelligent Process Automation (Consultant)

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

Responsibilities:

- Led the delivery of **Claims and Renewals** processes, resulting in **reduction in processing time and cost savings of \$400k+**.
- Drove **Agile transformation** as a coach, **implementing Scrum and Kanban methodologies using Jira and Confluence**, facilitating **product discovery, SAFe ceremonies, and backlog refinement**, while defining "Definition of Done" and "Ready."
- **Collaborated** with Product Owners on **feature prioritization and roadmap planning, strategizing sprints, testing, and production releases**, while managing **risks, stakeholder expectations**, and providing **data-driven progress reports**.

Client: Anthem Inc.– Hyderabad, India

May'19 – Apr'20

Role: Lead System Analyst (Consultant) – Digital Portal

Responsibilities:

- **Automated** key business processes (**Incident Handling, Open Enrollment, Group Renewals**), collaborating with stakeholders to define features, **manage expectations**, and prioritize the backlog in **JIRA** for timely, high-quality delivery.
- **Provided product leadership**, representing stakeholder needs while triaging production defects using tools like **Splunk, Postman Collection, MongoDB, and SOAPUI** to ensure system **stability and performance**.
- Drove **product improvement and business value** by creating reports for leadership, developing **cost-saving solutions**, and **designing test plans** for desktop and mobile applications.

Client: Anthem Inc. (WellPoint Inc.) – Atlanta, GA

Aug'13 – Apr'19

Role: Lead System Analyst (Consultant) – Digital Portal

Responsibilities:

- Led **product strategy and execution** across diverse healthcare projects (Enrollment, Claims, and Digital Provider Transformation & Compliance), **defining requirements, developing roadmaps, leveraging data/analytics, and presenting product demos to stakeholders**.
- **Designed and implemented technical solutions**, including REST API frameworks, data models, and EDW strategies, utilizing expertise in data mapping, integration technologies (SOAP/SOA/API/JSON/XML), and monitoring tools (Splunk).
- Drove **agile development practices**, providing direction to scrum teams, defining "Definition of Done" and "Definition of Ready," managing JIRA epics and user stories, and overseeing DevOps processes (AWS, CI/CD, blue/green deployments, dark launches) including vendor management.

Client: Blue Health Intelligence (BHI)/ BCBSA- Wixom, MI

Jun'12 – Aug'13

Role: Business Intelligence Analyst (Consultant)

Responsibilities:

- **Strategically led the implementation of a Business Intelligence Reporting Application** focused on a **Health-Risk model**, leveraging member, provider, claims, and revenue data to support evidence-based decision-making.
- Developed comprehensive **business and technical design documentation** based on collaborative design thinking sessions with stakeholders.
- Designed **BI dashboards and reports, utilizing Kimball methodology for data aggregation**, creating SQL queries, transformations, and source-to-target mapping documents, while maintaining consistent stakeholder communication.

Client: Blue Care Network (BCN)/ BCBS-MI - Southfield MI

Sept'11- Jun'12

Role: Systems Analyst (Consultant)

Responsibilities:

- Successfully implemented TriZetto's CareAdvance operational reporting for **Utilization Management** at Blue Cross Blue Shield of Michigan and BCN.
- Elicited requirements, performed data analysis, and developed detailed business and functional specifications, including data mapping documents and ICD-10 prototyping solutions.
- Customized COTS products, designed process flows, and used SQL for data extraction, supporting developers and testers.

Independent Consultant, - CA

Jan'11 – Aug '11

Role: Independent Software Professional

Involved in multiple Project –Image processing and Database Development /maintenance effort.

Responsibilities:

- Enhanced edge detection algorithm for image processing
- Developed a point-of-sale website and designed T-SQL procedures

TVC Sky Shop, - Mumbai, India

Jun'06 – Apr'07

Role: Developer II

Responsibilities:

- Created custom reporting page, defined key parameters and wrote SQL functions.

- Created Complex queries, Optimized and reducing the time lag in the report display

Environment: ASP.Net 4.0, T-SQL, MS SQL Server

Educations:

MBA (IT) – Goldey Beacom College – July 2015

M.S (Comp Science) Montana State Univ.–December 2010

BE (Mechanical) Mumbai University -June' 2003

Certifications:

- **Agile & Project Management Certifications:**
 - Certified Scrum Master (CSM)
 - SAFe Product Owner/Product Manager (POPM), DevOps Practitioner (SDP) and Certified SAFe® Agilist (SA)
 - PMI's Generative AI for project managers and Kick-off Agile -Project Management Institute
- **AI and Data Certifications:**
 - Scrum Alliance- AI and Agility, AI for Scrum Master
 - DataBricks – Generative AI and Data Lake
 - AttackIQ's – Security Leadership Certificate and Foundations of AI security
- **Cybersecurity Certifications:**
 - **ISC2 Certified in Cybersecurity (CC)**
- **RPA (Robotic Process Automation) Certifications:**
 - RPA – Workfusion – Business Lead and Business Intelligence Analyst
- **Other Certifications:**
 - IBM Blockchain Essentials V2
 - Splunk 7.x Fundamentals
 - Certification: Oracle 9i: SQL

Hackathon: Winner of hackathons (Toyota, EUvsVirus) and finalist for Harvard's hackathon.