Profile Summary & Key Achievements:

- Seasoned **Project Lead, Healthcare SME, and Analyst** with **15+ years of client-facing experience** specializing in **Innovative Product Development, Technology, and Consumer Analytics**.
- An effective leader in **Digital Transformation** and **Emerging-driven solutions**, applying **Agile methodologies** to **drive efficiency and innovation** with demonstrated skills in leading **compliance-related projects**, designing **custom solutions**, and delivering **business value**
- Successfully **executed Digital transformation projects**, which significantly enhanced the **digital footprint**, resulting in **annual savings of $605k+/year.**
- **Elevated AI and Agile** as **strong partners** for **efficiency and innovation**, leading **high-visibility projects to yield value**.
- Early adaptor of **GenDD (Generative-Driven Development)** with focus on **reducing go-to market time.**
- **Developed a custom framework for a natural language processing tool**, capturing customer pain points, which led to an **increase in Customer Satisfaction Score (CSAT) to 4**.
- **Created comprehensive release readiness plans** with **risk mitigation strategies**, which contributed to a **50% decrease in incident rates**.
- Experienced in **creating product strategy**, developing **advanced roadmaps**, and **delivering product development plans**.
- **Managed multiple on and offshore teams** using **Agile principles and methodologies**, supporting **continuous improvement** and **rapid adaptation to changing business needs**
- **Planned and efficiently led teams** for **multiple migration projects** utilizing **multiple robotic process automation (RPA) tools**.
- **Designed and delivered a Business Intelligence (BI) reporting application for Health Risk Management**.
- **Proficient in collaborating with diverse stakeholders**, including **business stakeholders, SMEs, compliance and regulation teams, architects, data security teams, and external third-party vendors**.
- Possesses a **strong understanding of key healthcare domains**, including **Membership, Claims, Provider, and Provider-Payer**, and is **well-versed in HIPAA and PHI/PII regulations**.
- **Skilled in conducting Product Demos** with **business stakeholders** and **other teams from the release train**.
- **Provided production support to B2B, B2C, and B2B2C teams**.
- **Mentored analysts** and **trained cross-team members** on **business logic and process flow**.
- **Certifications & Professional Development:**
  - **Certified SAFe Agilist, Certified Scrum Master, Product Owner/Product Manager, and DevOps**
  - Holds **cybersecurity certifications** such as **ISC2's Certified in Cybersecurity** and **Security Leadership from AttackIQ**

Technical Skills:
Methodology: Agile (Scrum, SAFe), Waterfall, Kanban
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: Gemini, BERT, NotebookLLM, MS Co-pilot, ChatGPT
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: MS Excel, MS Visio, Requisite Pro, JIRA, MySQL, Toad, SOAPUI, Postman API, Visual Studio,
Programming: JavaScript, Python, R
Collaborative: SharePoint, Confluence, MS Teams, Skype, GitHub, Jenkins

Client: Elevance Health Inc. Atlanta, GA   **Jul'22 – Current**
Role: HealthCare SME and Scrum Master – Digital Provider Experience & Enrollment Transformation (Consultant**)**
Responsible for the design, and development of solutions within Digital Provider space.
Responsibilities:
- Led the **design and development of solutions** for the Digital Provider space, focusing on **Provider-Payer onboarding, claims, grievances, appeals, and NurseLine**.
- Directed **cross-functional teams** 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-Driven Development (GenDD)** to reduce time-to-market

- Successfully executed major **cloud migration** (on-premise to AWS) and used **test automation** to reduce timelines.
- Planned and executed Program Increments (PIs) and facilitated Agile ceremonies.
- Developed key Agile artifacts and **tracked key metrics**3....
- Served as a **domain expert for Membership and Provider processes.**

Client: CHUBB Inc. – Atlanta. GA   **May'20 – Jun'22**
Role: Management Consultant (Automation Expert & Scrum Master) – Intelligent Process Automation (Consultant**)**
Accountable for delivery of RPA (robotic process automation) solutions across North America with cross-functional, remote teams.
Responsibilities:
- Accountable for delivering **RPA (robotic process automation) solutions** across North America.
- Focused on **automating Claims and Renewals processes**.
- Served as an Agile coach, implementing **Scrum and Kanban** principles using **JIRA and Confluence**.
- Facilitated process discovery and SAFe ceremonies.
- Defined "Definition of Done" and "Ready" with team members and Product Owners.
- Supported product owners with feature prioritization and road map planning
- Coached teams on agile processes, user story writing (GHERKIN), and backlog refinement.
- Strategized Sprints, Testing, and Production releases, while **managing risks and stakeholder expectations.**
- Provided regular progress **reports and data insights**

Client: Anthem Inc.– Hyderabad, India   **May'19 – Apr'20**
Role: Lead System Analyst (Consultant) – Digital Portal
Responsibilities:
- Focused on **automating Incident Handling, Open Enrollment, and Group Renewals**.
- Led business engagements for timely, high-quality delivery.
- Collaborated with various stakeholders to define features and user stories.
- Managed stakeholder expectations and refined the backlog in **JIRA**.
- Provided **product leadership**, representing stakeholder needs.
- Triaged production defects using tools like Splunk, Postman Collection, MongoDB, and SOAPUI.
- Created **data summary reports for leadership**, and developed solutions that increased revenue, profits, and cost savings.
- Created test plans for desktop and mobile apps, actively looking for opportunities to improve existing products.

Client: Anthem Inc. (WellPoint Inc.) – Atlanta, GA   **Aug'13 – Apr'19**
Role: Lead System Analyst (Consultant) – Digital Portal
Responsibilities:
- Worked on multiple projects, including **Member Enrollment, Claims Migration, and Provider Transformation & Compliance**.
- Defined **product requirements, developed roadmaps**, and utilized analytics for decision-making.
- Created **REST API frameworks** and designed data models.
- Analyzed architecture, feasibility, and gaps, translating business needs into operational tasks.
- Engaged in identity management projects and created **EPICs and User Stories in JIRA**.
- Defined **"Definition of Done" and "Definition of Ready"**, and presented product demos to stakeholders.
- Provided direction to scrum teams, with a strong understanding of people, process, and technology.
- Experienced in **data mapping** and Enterprise Data Warehouse (EDW) strategy, with hands-on experience with various tools and technologies including SOAP/SOA/API/JSON/XML/Splunk.
- Understood **DevOps (AWS) and CICD pipelines**, integrating with 3rd party apps and managing blue/green deployments and Dark launches.
- Served as a **primary liaison with vendors**.

Client: Blue Health Intelligence (BHI)/ BCBSA- Wixom, MI   **Jun'12 – Aug'13**
Role: Business Intelligence Analyst (Consultant)
The project goal was to develop a Business Intelligence Reporting Application to support evidence-based decision-making. Led the implementation strategically, focusing on business value, faster go to market, cost reduction, working with various Risk Model.
Responsibilities:
- Led the implementation of **Business Intelligence Reporting Application**, focusing on a **Health-Risk model** using member, provider, claims, and revenue data

- Delivered Business and Technical Design Documents based on **design thinking sessions** with stakeholders.
- Designed BI dashboards and report features, aggregating data using the Kimball method.
- Provided **key business insights** in consultation with architects, and designed data models.
- Created SQL queries, transformations, and source-to-target mapping documents, and established regular communication with stakeholders

Client: Blue Care Network (BCN)/ BCBS-MI - Southfield MI   **Sept'11- Jun'12**
Role: Systems Analyst (Consultant)
The project goal was to implement TriZetto's CareAdvance operational reporting (for Blue Cross Blue Shield of Michigan and BCN) for Utilization Management.
Responsibilities:
- Implemented TriZetto's CareAdvance operational reporting for **Utilization Management**
- Captured requirements and **analyzed data**, developing detailed business and functional requirements.
- Customized COTS products and designed **process flow diagrams.**
- Created Data Mapping documents and ICD-10 prototyping solutions.
- Utilized SQL to extract data and assisted developers and testers.
- Demonstrated a good understanding of Utilization Management, Case Management, Episodes of Care, Population Health, and Healthcare Data Management.

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, 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:**
  - o Certified SAFe® Agilist (SA)
  - o Certified Scrum Master (CSM)
  - o SAFe Product Owner/Product Manager (POPM)
  - o SAFe® DevOps Practitioner (SDP)
  - o PMI's Generative AI for project managers
  - o PMI's - Kick-off Agile -Project Management Institute
- **AI and Data Certifications:**
  - o Scrum Alliance- AI and Agility
  - o DataBricks – Generative AI and Data Lake
  - o AttackIQ's - Foundations of AI security
  - o AttackIQ's – Security Leadership Certificate
- **Cybersecurity Certifications:**
  - o **ISC2 Certified in Cybersecurity (CC)**
- **RPA (Robotic Process Automation) Certifications:**
  - o RPA – Workfusion – Business Lead

- o   RPA – Workfusion – Business Intelligence Analyst
- **Other Certifications:**
  - o   IBM Blockchain Essentials V2
  - o   Splunk 7.x Fundamentals
  - o   Certification: Oracle 9i: SQL

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