

EDUCATION

Post Graduate Program in AI and ML

University of Texas, Austin (UTA), 2021

Executive Post Graduate Diploma in Management (Business Analytics),

Alliance University, 2018-2019

Bachelor of Technology (CS),

Kurukshetra University, 2007

CERTIFICATIONS

- GCP Certified Cloud Engineer
- Introduction to Analytics Modeling- Georgia Institute of Technology
- SAS Certified Programmer (A00-211)
- AHM 250 certified professional from AHIP
- Tableau and Python certifications (Udemy)
- Six Sigma Professional Training

IMMIGRATION STATUS

Lawful Permanent Resident (Green Card Holder)

AWARDS

Best Team at EXL Service for Q3 2023

Best Team at EXL Service for Q1 2017

Best SAS trainer at EXL Service in Q4 2016

Vipin Choudhary

Analytics Leader | US Healthcare | EXL Service LLC | UHG | Bank of America

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PROFESSIONAL SUMMARY 14+ years of experience in leading data analytics and business strategy engagements for multiple Fortune 500 companies in Healthcare, Insurance & Banking sector in India, Philippines, and the US. Designed and implemented analytical and reporting solutions for Medicare Health Services and Care Management Programs. Led RFPs amounting to USD 5 million; experienced at managing team of 25+ resources working across over 3 cross-functional departments. In-depth experience analyzing data and developing business insights using advanced analytics tools, including data visualization, machine learning, NLP, and data query language like SQL.

SKILL HIGHLIGHTS

- Project Management
- Business Consulting
- Business Development
- Stake Holder Management
- Process Optimization
- R, Python, and SAS
- ML and NLP
- Tableau and PowerBI
- Database query with SQL
- UNIX

WORK EXPERIENCE

EXL SERVICE LLC, USA | ASSISTANT VICE PRESIDENT (ANALYTICS) | JAN'22 - PRESENT

Delivery lead, Business Strategy, Revenue planning, Analytics and RPA Project Solutioning

- Lead cross-functional teams of Senior Managers and Managers in U.S, Philippines, and India to develop fast-paced, scalable analytical and reporting solutions for Medicare Health Services.
- Oversee building and deployment of planned analytical project, generate targeted outreach strategies and plans, and calculate stakeholder-specific performance and savings guarantees.
- Communicate with Health Service leaders and liaise with enterprise teams to identify growth opportunities, build, and deploy innovative analytics solutions to transform healthcare industry.
- Pursue business development and account management opportunities by showcasing business & analytics capabilities to employers, health plans, resellers, and key constituents.

Accomplishments:

- Handled RFPs for Robotics, Automation and Analytics Solutions amounting to USD 5 million.
- Saved 6000-man hours using automation solution in CAHPS Domain.

EXL SERVICE LLC, USA | SENIOR MANAGER (ANALYTICS) | MAY'19–DEC'21

Delivery lead, Project Planning, Solution Architect for Analytics/Robotics/Automation Projects

- Lead a team of analysts to develop and apply fast-paced, scalable analytical/reporting solutions for Medicare Health Services.
- Partner with business and analytics leaders to facilitate all phases of conceptualization, design, testing, and production support.
- Analyze enriched claims data mappings and investigate forecasting opportunities for multiple user groups incorporating scaled agile framework.
- Prepare analysis plan and approach to predict inpatient visits in Connecticut state using the US healthcare domain expertise and listing down assumptions and requirements with respect to available healthcare data.
- Build integrated Power BI dashboards to demonstrate complex healthcare solutions and up-selling opportunities with Insurance payers.

Accomplishments

- Reduced data upload/ reporting turnaround time from 7 to 2 days by database overhauling.
- Automated 70% of the Precertification Process using a robotic process automation solution.

EXL SERVICE, PHILIPPINES | SENIOR MANAGER (ANALYTICS) | SEP'17–MAR'19

Strategic Planning, Business Process Improvements, Analytics, and Robotics-based Interventions

- Review various healthcare business processes to identify gaps, save time, improve performance, and enhance customer experience.
- Align closely with operations team to understand key pain points in the business.
- Collaborate with senior management for strategic planning & identifying growth opportunities.

Accomplishments

- Developed a process management tool to bucket individual responses collectively for single CSR using segmentation techniques and non-negative matrix factorization topic modeling.
- Built an NLP-based classification model in Python to identify features from survey responses and classify them under Strengths and AFI categories.

EXL SERVICE, INDIA | MANAGER | SEP'14–AUG'17

Project Delivery Lead, Business Requirements Gathering, Efficiency, and Productivity Dashboards

- Create comprehensive drill-down dashboards to measure and track program effectiveness and team productivity for multiple Care Management Programs.
- Liaison between the onshore and offshore team for project monitoring, identification, and resolution of bottlenecks; meet project deliverables by gathering new project requirements and documentation.
- Develop scalable and reusable analytical methods to expedite project execution.

Accomplishments

- Developed an analytical solution in Python for HEDIS Process, improving % closure of gaps in care for measures.
- Extracted effective insights using NLP and web scraping tools by capturing provider details like best day, best time, and best phone number to call them.

UNITEDHEALTH GROUP, INDIA | SENIOR SOFTWARE ENGINEER | AUG'10–AUG'14

Scope Management, data analysis, developing SAS codes, ETL Programs

- Analyze healthcare data to assess consumer eligibility for different care management programs based on various clinical rules and products purchased by their employers.
- Send referrals to appropriate consumer engagement groups for better health, low cost of care.
- Develop ETL programs for healthcare data using Base SAS, Advanced SAS, and SAS Macros.
- Single point of contact between onshore & offshore team; undertake mentoring, career development of team.

EXL SERVICE, INDIA | PROGRAMMER ANALYST | FEB'10–JUL'10

Business Requirements and Testing

- Understand purpose and requirement of the business requests from stakeholders and present final test results and outcomes to them.

BANK OF AMERICA, INDIA | ANALYST | DEC'08–JAN'10

SAS Code Development, Product Sales Analysis, and Performance Reports

- Track product sales and branch managers performance for stakeholders to make informed decisions for business.
- Extract data from Data Warehouse and analysis using SAS Statistical Procedures as per stakeholder's requirements.
- Communicate daily status of reports to the onshore team, participate in peer review in the team.