**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

**UHG Spot Award** Q4 2011 for Outstanding Performer

**Best Team** at Bank of America for Q1 2009

**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.