

## RESUME

### **Bharathi Periyakaruppan**

**Cognizant – Consultant**

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**Work Authorization Status:** I-140 Approved, H1-B

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### **EXPERIENCE & SKILLS SUMMARY**

- **Career Overview:** Competent Project and Business Applications manager with 13.5+ years of rich solution driven experience in US Healthcare, Property & Casualty Insurance Industry leading large scale, multi-year/million Enterprise Transformation and Regulatory programs. Collaborated with clients to drive faster product development and time to market, lower IT and operational costs and improve efficiency. Develop relationships with key executives and construct efficient solutions help achieve business goals. My diversified expertise includes Project Management, Release Management, Scrum Master, Business Systems Analyst, Test Manager and Developer.
- **Industry experience:**
  - Domain 1 - Healthcare and PBM (Pharmacy Benefit Management)
  - Domain 2 – Property and Casualty Insurance.
- **Project Manager Experience:**
  - Create and manage detailed project plans, project charter, schedules, budget, forecast and resourcing.
  - Collaborate with business owners, multidisciplinary/cross-functional teams. Effectively worked in a matrix environment. Managed Senior and IT stakeholders.
  - Prepare and present project status/metrics to executives/leadership. Lead Kick-off meetings.
  - Expertise working on projects (FB & T&M) with aggressive timelines, fast-paced, rapidly evolving requirements.
  - Exceptional ability to maintain and build client relationships, effectively focusing on business development and relationship management with accountability for project delivery.
  - Delivered enterprise-wide implementations integrating with diverse technologies.
  - Facilitated workshops/JAD with client stakeholders to identify AI/RPA opportunities improving efficiencies.
  - Spearheaded enterprise wide quality improvement program, focusing Code quality, best practices, and early detection of defect through Defect Cause Analysis, Preventive and Corrective actions. Improving quality, Customer satisfaction.
  - Meticulously track projects, manage project risks, provide mitigation plans and proactively manage escalation.
  - Led full lifecycle (SDLC) projects with aggressive timelines, with rapidly evolving requirements using Waterfall and Agile methodologies. Facilitated Scrum ceremonies such as Daily stand-ups, Backlog grooming, Sprint planning, & Demo.
  - Leverage technical and business acumen to communicate effectively with client executives. Possess Strong interpersonal and leadership skills to facilitate conflict and issue resolution.
  - Adapt best practices and passion for driving continual improvements to provide business value.
  - Coordinate with QA/UAT, Capacity planning, Release/Vendor Management and Implementation planning.
  - Provided subject matter expertise to development teams ensuring optimal solution, integrity of impacted applications.

- Groomed and motivated teams to achieve goals and objectives, managing people, process and build domain.
- Supported Client business development needs with Solutions. Led solution sessions with Clients to evaluate fitment of SaaS products within applications.
- Expertise in Project/Program Management, Digital Transformation, Systems Analysis/Integration, map Current Vs Future state, Value Stream mapping, ROI, Cost-Benefit and Build-Buy analysis. Support RFP, Create SOW, Change Orders.
- **Scrum Master Experience:**
  - Facilitate Scrum Ceremonies.
  - Empowered teams to Self-organize. Motivated the team continuously and shared ideas within Team.
  - Sprint Planning/Estimation/Internal Budgeting.
  - Sprint tracking and effective reporting/communication on progress of work.
  - Resolve Impediments and Protect Team from Distractions and focus towards sprint goal.
  - Co-ordination/Communication with other groups related to Product development.
  - Risk & Issues Management.
  - Agile practices implementation in Team.
  - Project status preparation/Tracking and Reporting.
  - Work on Release planning and Capacity planning at the program level and monitor of the progress made.
- **Business Systems Analyst Experience:**
  - Excellent Business scripting skills and proficient in developing Use Case Models, Analysis Models, Design Models, Implementation Models, Use Case Diagrams, Context Diagrams, Dataflow Diagrams, State Transition Diagrams, Functional Storyboards, Behavior Diagrams (sequence diagrams, collaboration diagrams, and activity diagrams), also Class Diagrams.
  - Categorizing/ Tracking bugs/ Issues based on severity with proactive follow-up with stakeholders.
  - Experience in conducting GAP analysis, User Acceptance Testing (UAT), SWOT analysis, Cost benefit analysis, Portfolio Analysis and ROI analysis.
  - Expertise in using rational tools for creating Use Cases, Version Control, defect tracking, monitoring.
  - Identify the business pain points from various stakeholders for the project need and own the project from inception to closure in the client environment. Create and deliver BRD, FRD, Requirement Matrix, SRS, suggest recommendations and present the benefits of identified solution and lead Proof of Concept for the business problem. Drive all Management efforts in code development and QA phase. Review the Dev modules and QA test scenarios and ensure as all identified business/functional requirements had translated appropriately in down stage gates.
- **Test Manager Experience:**
  - Analyze the project requirements and identify QA scope. Estimate the efforts for resources, resource capacity and manage Schedule for testing activities as per release timelines.
  - Create and review Test Strategy with Project team – ITPM, Test Architect, Solution Architect, Business SME/Analyst, Development, SIT/UAT Test leads, Performance Testing and End to End Testing.
  - Coordinate on Test Plan, Approach, Data preparation strategy, Environment details, Entry/Exit Criteria, Schedule, Communication guidelines on meetings, Defect Management plan, Tool links, Share point link for Artifacts and Key Stakeholder approvers.
  - Schedule meetings for Test case creation, execution and defect triage status.
  - Identify and report dependencies, risks to project manager and stake holders.
  - Define and create report templates for status reports and publish it to the stake holders.
  - Get Business Sign off on defined deliverables.
  - Mentor QA team in implementing Quality Assurance best practices.

- **Project Management Skills Summary:**  
Project/Delivery Management Agile/Waterfall methodologies Risk & Issue Management  
Change/Vendor Management Financial Management Business Process Improvements  
Enterprise-wide Implementation Project Costing & Scheduling Systems Migration/Integration
- **Business Systems Analyst Skills Summary:**  
Identifying Business Requirement/Pain Point; Use Case/Analysis/Design/Implementation Models  
Use Cases/Context/Data Flow/State Transition/Behavior/Class Diagrams; Understanding Existing  
Architecture; Functional Story Boards; BRD/FRD/SRS Documents; Requirement Matrix; Validating  
UAT Results
- **Healthcare Domain Skills Summary:**
  - In depth knowledge in Membership Enrollment, Billing, Providers, Capitation, Claims, DOFR, Encounters, EDI, Prior Authorizations, Enterprise Output Content Management, HEDIS Reporting (Utilization Management), Appeals and Grievances.
  - Extensive knowledge about the various types of health insurance programs such as: Medi-Cal, Medicaid, Medicare (Part A, B, C and D), PPO (Preferred provider organization), HMO (Health maintenance organization), Medical Management Information Systems MMIS and Pharmacy Benefit Management (PBM).
  - Expertise in verifying and understanding EDI raw data, both in 4010 and 5010 format and extensively worked on analysis & compliance of ICD 9 to ICD 10 and Electronic Data Interchange (EDI) transactions such as 837 (medical claims), 835 (medical claim payments), 270 (eligibility inquiry), 271 (eligibility response), 276 (claim status), 277 (claims status response), 999 (acknowledgement), 834 (enrollment) and NCPDP. Good knowledge of various standards including American national standard institute's (ANSI), accredited standard committee (ASC) and X12 Standards.
  - Expertise in Healthcare Content management (Enterprise Print Service Application or Output Center of Excellence) for ID Cards, Bills, Letters, Checks, Remittance Advice and Explanation of Benefits.
  - Expertise in Healthcare Providers payment settlement.
- **Property and Casualty Domain Skills Summary:**
  - Sound knowledge in Auto, Home and Umbrella insurance.
  - Expertise in policy creation, billing, claims and customer self-service.

## HIGHEST / LATEST EDUCATION

Title of the Degree with Branch	College/University	Year of Passing
Bachelors in Electronics and Communications Engineering	Anna University, India	2006

## EXTERNAL CERTIFICATION

**PMP (Project Management Professional) from PMI** - Certificate ID: 1719636, Certification Earned: 27 May 2014, Renewal: 26 May 2023.

**PAHM (Professional, Academy for Healthcare Management) from AHIP** - Certification Earned 28 March 2015.

**Blueprint Certified Professional from Blueprint** - Certification Earned 07 May 2018.

**Storyteller Certified Professional from Blueprint** - Certification Earned 11 May 2018.

**Property and Casualty Domain Certification workshop from Cognizant** - Certification Earned 05 June 2018.  
Certified

**Certified Scrum Master from Scrum Alliance** – Certificate ID: 001075772, Certification Earned: 21 May 2020

## TECHNICAL SKILLS SUMMARY

Operating Systems	UNIX, Windows, Linux
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<b>Scripting and Markup</b>	HTML, CSS, XML Schema
<b>Programming Languages</b>	OGL, PPFA, DCF, SW , JCL, COBOL, CICS, VB, JAVA
<b>Project Management Tools/Methodology</b>	MS-Project, Planview, MPP, MS office, Visio, MS Share Point, ALM, JIRA, Rally, Agile and Waterfall.
<b>Databases</b>	MS-Access, MySQL, SQL Server, Oracle, Teradata, DB2, Sybase
<b>Utility Tools</b>	Trizetto Facets, Melissa (Geocoding), Rational Team Concert, Rational Requirements Composer, MDM, Rational Clear Quest, Rational Clear Case, Rational Rose, Requisite Pro, Adobe Photoshop, TOAD, EDIFECs, CLAREDI, REXX, Elixir, Trueproof
<b>Testing Tools</b>	Rational Quality Manager, Quick TestPro (QTP), Test Director, Win Runner, Load Runner, HPQC, HP ALM11.5, HP Service Center, Bugzilla, ETL Tools, SQL Server Data- Business Intelligence(SSDT-BI)
<b>Software Methodologies</b>	Rational Unified Process (RUP), Waterfall, Agile/Scrum
<b>Reporting Tools</b>	IBM Cognos, Informatica, MS office Suite, Tableau 9.1
<b>Testing Technique</b>	Web Service, Functional/Black Box, Regression, System Testing, UAT, Performance Testing
<b>Automation Tools knowledge</b>	Selenium, Eclipse, UFT
<b>Technologies</b>	Web, Mainframe (VAX/VMS, AS/400, OS/390)
<b>Knowledge on</b>	Salesforce, Heroku, Mulesoft, OSB, AngularJS, IE, Chrome, HP Exstream Dialogue

## EMPLOYMENT HISTORY

Name of the Company	Designation	From	To
Cognizant Tech Solutions US Corp	Consultant	March, 2018	Present
Cognizant Tech Solutions US Corp	Sr. Associate	June, 2014	Feb, 2018
Cognizant Tech Solutions US Corp	Associate	April, 2010	May, 2014
Cognizant Technology Solutions Ltd	Programmer Analyst	Jan, 2007	March, 2010

## PROFESSIONAL PROFILE EXPERIENCE / KEY RESPONSIBILITIES

**Client: AmeriHealth Caritas, Pennsylvania, PA**

**May 2019 to Till Date**

**Role: Project Manager, Business System Analyst**

I had supported the projects for Settlement Advocate for Healthcare Providers payment settlement, Prestige Florida Health plans, SSNRI removal for Medicare, Geocoding for PCP auto assign and CLIA implementation for all applicable plans.

### Key Accomplishments

- **SSNRI Removal for Medicare Program**
  - Assessed and managed enterprise wide compliance and technical implementation to replace Medicare insurance members ID from HICN SSN with MBI.
  - Key business units impacted are Membership, Claims, EDI, Third party liability, outbound report modules and technologies impacted are Facets, Sybase and Informatica.
  - Implemented this compliance project within 6 months of period from initiation to go live.
  - Managed 60+ member team including in-house and vendors located in multi-geography location.
- **Geocoding for PCP Auto Assignment**
  - Managed Geocoding program to identify the latitude and longitude location for members based on address and to assign the primary provider close to member location.
  - Used Melissa product to convert address in to latitude and longitude coordinates and to find the shortest provider distance. Web service and Sybase are used with this product.
  - Implemented this new product with a short team of 20+ members in 3 months of period.

- **Settlement Advocate for Healthcare Providers Payment Settlement**
  - Managed Settlement Advocate program for Providers Payment with Change Healthcare in conjunction with Echo Health to provide various payment options to increase the volume of electronic payments and thereby decreasing the administrative cost of supporting Paper checks and remittance advice (RA)
  - Integrated Facets product with different types of payment model provided by Echo Health.
  - Implemented this transition program for all LOBs to bring immediate cost savings on the administration of Paper checks, RA and income to be earned from virtual card payments.
  - Managed multiple applications team such as Facets, EDI, CORS, Accounts Payable, Check Return Unit, Provider Portal and Call Center.

**Client: Farmers Insurance, Woodland Hills, CA**

**Apr 2018 to Apr 2019**

**Role: Project Manager, Scrum Master, Business System Analyst**

I had supported various projects which have the need to enhance policy admin capabilities of existing system to cater to the ever-changing Insurance dynamics and demands across United States Market. Key project was the customer self-service migration from Salesforce to Heroku.

#### **Key Accomplishments**

- **CRM and ETL migration**
  - Managed the complex technical migration for customer service portal from Salesforce/OSB to Heroku/Mulesoft.
  - PAAS migration is preferred over SAAS, to make more development on the customer service application.
  - Implemented this CRM/ETL migration project within 5 months of period and managed multiple vendor teams. Worked with CRM, ETL, Splunk, Okta and Angula JS team of size 40+ members.

**Client: Centene, Woodland Hills, CA (formerly Health Net, Inc.)**

**May 2010 to Mar 2018**

**Role: Project Manager, Scrum Master, Business Systems Analyst, Test Manager, Release Manager, Disaster Recovery**

I had played various roles during this long tenure and supported several projects such as healthcare reform, system enhancements and Infrastructure migration. Key projects carried out are claims auto adjudication accuracy increase, HIPAA 5010 conversion, Bluezone infrastructure migration, DOFR migration, ICD 10 conversion, AZ migration, RMC modernization, Tin suffix expansion, AZ Medicaid, Qcare migration and OCOE conversion.

#### **Key Accomplishments**

- **Infrastructure migration – Mainframe interface**
  - Migrated the mainframe emulator interface from Attachmate Reflection to Bluezone.
  - Vax/VMS, Z/OS and AS400 mainframe applications are impacted in this infrastructure migration.
  - Rolled out this infrastructure migration in 9 months of timeframe with additional 2 months of post-production support.
  - 7000+ users were impacted and handled this migration successfully.
- **Infrastructure migration – Mainframe business application**
  - Migrated the Qcare business modules from Z/OS to VMS mainframe.
  - Assessed the impacted member, provider and claims volume and started the migration with historical data and to handle the production data after the cutoff date.
  - Managed 60+ member team across multiple geographical locations.
- **Mainframe to BPM/CRM migration**

- Migrated the DOFR engine and RMC from AS400 mainframe to Pega BPM and CRM.
- Identified all impacted DOFR (Division of Financial Responsibility) and RMC (Rate Method Code) rules before migration.
- Pega product has the feature to customize the rule from business user and to adapt to the market need.
- Implemented this migration with a vast team with no slippage.
- **HIPAA 5010 Implementation**
  - Managed complex Compliance and Technical implementation to transform 4010 to 5010 electronic transaction impacting enterprise processes including 834, 837's, 270/271, 276/277, 278, and 835 transactions.
  - Assessed enterprise wide system impacts, external vendor and reporting impacts, Coordinated Data Architecture, Storage and Migration.
  - Managed integrated (business, functional and technical) requirements, crosswalk, and mapping documentations.
- **ICD 10 conversion**
  - Managed the QA part of ICD 9 to 10 conversion.
  - Utilized Edifecs product as proof of concept to validate the code mapping between ICD 9 & 10.
  - Managed 50+ member team in validating claims modules in VMS and Z/OS mainframes.
- **Claims auto adjudication accuracy increase and performance tuning**
  - Analyzed the current claims volume % for auto adjudication and performance load to complete the claims batch.
  - Identified the ways to increase the auto adjudication rate and claims batch process performance.
  - Implemented the modules for increasing 5% of auto adjudication.
  - Split the claims load in to multiple claims engine cloned and increase the claims batch performance.
  - VMS and Load runner are used. Managed 40+ member team to complete this project.

**Client: Anthem, Mason, OH (formerly WellPoint, Inc.)**

**Jan 2007 to May 2010**

**Role: Content Management Developer and Systems Analyst**

Involved in analysis, design and development and testing phases for supporting the Enterprise Print Output System migration of all Printing locations to a single location and carried out the print process for Health Insurance ID Cards, Bills, Letters, Checks, Remittance Advice and Explanation of Benefits.

### **Key Accomplishments**

- **Enterprise print output systems migration**
  - Used Overlay Generation Language (OGL) and Document Composition Facility (DCF) in mainframe to prepare the documents for printing.
  - Used Page Printer Formatting Aid (PPFA) to define and format the page in printing.
  - Used Elixir to create logos and other icons required in printing.
  - Used Streamweaver custom programming to fit the dynamic data in static layout and to generate barcode.