

Nitin Kadekar

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6+ years of experience in Product management, Technology consulting, Business analytics and Software dev

EXPERIENCE

Alorica Inc/Vetro Technologies – IT Consulting/Cloud Engg/Data center hosting/BPO/Analytics Remote/Dallas/Houston, TX, USA
Technical Product Manager - Financial Services/Insurance/Analytics/Healthcare/Hospital Nov 2019-present

- Execute business requirements, sprint/epic/user stories, L&D activities, key metrics from data warehouses & make recommendations for data maintenance, BPM optimizations and develop xAPI training content on SumTotal in an agile setup
- Collaborate with Sales, A&A teams to optimize call centers, improve customer experience by consolidating call data sources/forecast volumes, redesign data pipelines, intelligent call routing, virtual assistant chatbot leveraging NLP, HDFS, ML & Tableau reports
- Collaborate with product mgmt, actuarial, sales & underwriting teams to develop State Mgmt BI executive reports on Tableau
- Collaborate with underwriting to verify policy criteria data on Tableau to assess member risk in R & deploy Pricing ML models
- Participate in client review meetings with operation managers, customer engagement manager for status updates, presentations, detailed reports, training reviews, possible enhancements to eHealth University for AHIP, Medicare & supplemental certifications of data centers
- Manage and resolve all onboarding activities for 120 new hires monthly, annual certification courses, exams for agents, physicians, clinicians, trainers, IT administrative staff to ensure best in class training engagement, talent management & outcomes with leadership

Fractal Analytics – Analytics consulting firm/Leader in customer analytics 2019 (Forrester Wave) San Antonio, TX, USA

Product Management Consultant – Financial Services/Bank/P&C Insurance/Actuary & Analytics/IT Sept 2018-Sept 2019

- Accomplished the formulation, design & implementation of the Data & Analytics Academy, Data modernization, Change management and Mgmt strategy for a Fortune 500 financial services firm offering products for the US military & families
- Execute duties of an Agile Product Owner - Product backlog refinement, capacity planning, monitoring sprint velocity, utilization/performance reports, deliverables, negotiating contracts/RFPs & presenting at Quarterly business review meetings
- Oversee the reports rationalization phase of data modernization in the P&C CoSA by the exploratory data analysis of relevant product management cubes, ADS, FinPAL, Essbase, PAS/CAS to validate risk indicators, key KPIs and minimizing redundant reports & UDAs for IT to initiate transition onto the incoming cloud-based data warehouse software, Snowflake and AWS
- Function as a Consultant for a BI project to validate data accuracy, create tables on Hive, data extracts, ETL jobs & visualize KPIs for P&L, P&C dashboards on Tableau with increased adoption rates (91%) & transition from UDA to IT in under 6 months
- Achieved discovery-to-release product roadmap through interviews, skill gap studies, digital marketing strategy dev, develop Workday HCM integrations, budgeting & build comprehensive learning resources – (grids/paths/analytics training videos) on HRIS, Website, R&R program, credits model, sandbox environment in collaboration with the client executive leadership
- Undertake efforts to improve regulatory processes & data governance policies for P&C and Bank – (Data warehouses/marts, Cubes, Metadata), Model Governance lifecycle, IBM Infosphere MDM/IGC & UDA catalogs with diverse client stakeholders
- Manage the account deliverables in a Scaled Agile Framework (SAFe) with core, client, sales, offshore, analytics & 3rd party web dev teams with regular stand-ups, ad-hoc meetings, sprint planning, retrospective sessions, steering/sponsor updates

Cognizant Technology Solutions (CTS) – Fortune 500 IT Services & Consulting firm Bangalore/Chennai, India

Technology Consultant – Banking & Financial Services/Software/BI/Retail/eCommerce Nov 2013-July 2016

- Reviewed requirements/data sources from MS Excel/Access for dev, testing, & production of analysis and reporting on Tableau for a financial services client by connecting to TDBN Fidelity back end & deliver Commerce Business best practices for call center agents
- Utilized Tableau Desktop to blend databases, create interactive views & dashboards, extracts, charts, users, sets, groups, & domains from Active Directory, license levels for each user, performance tuning of reports & troubleshoot/resolve issues on Tableau Server
- Review vendors status reports with project team, create visualization for budget forecasting & responsible for RFP data viz on Tableau Desktop, publish dashboards on Tableau Server for auditor review, data analysis/refreshes on a scheduled weekly basis
- Participated in weekly agile meeting/review(s), user group meetings & collaborating with business stakeholders and assoc domains
- Accomplished responsibilities of a Business analyst/Product Owner for a multi-national Financial services client for the enhancement of their Corporate Compliance Risk Management s/w system as a principal component of their GRC framework
- Developed feasibility analysis, BRD, process docs, API UML diagrams, test plans for UAT, SOX compliance doc collaborating with client executives, technical lead, designers, QA, Dev, DB & end users through SDLC phases in an Agile Scrum framework
- Facilitated PEGA UI/UX design, A/B and manual testing of data between UI and DB, defect resolutions with Developers, product backlog refinement, run SQL queries to validate data accuracy in PROD and utilized JIRA for requirement and issue tracking
- Executed duties of a Java developer working on a credit risk s/w application for a Financial services client in a CI/CD SDLC model
- Built a framework to monitor 100+ rules of risk services serving 30+ downstream teams and alerting end-users via email

Global IT Experts, Inc Houston/Dallas, Texas, USA

Product Owner/Business Analyst Feb 2018-May 2018

- Participated in requirements and change management, documentation & client interactions for an auctioneering company
- Collaborated with BI and CRM consultants, stakeholders as a liaison documenting project workflows, processes and progress

CERTIFICATIONS & TECHNICAL SKILLS

Certifications: AMCAT Certified Business Analyst/Data Processing Specialist, Certified Scrum Master, Business Analytics certification at Ivy P school

Analysis Tools: Advanced Excel, SQL, Tableau, QlikView, Java, C#, Power BI, SAP BusinessObjects, R, SAS, HTML/CSS, JavaScript, Okta, Snagit, Slack

Software: SAP SF, SABA, SumTotal, Google Analytics, JIRA, MS Office suite, SharePoint, Visio, Erwin DM, SSIS, SSRS, GitHub, Wix CMS, PEGA 7.0

Databases: MySQL, SQL Server 2014/16, MS Access, SAP ECC 6.0, MS Azure, Apache Hive, AWS S3, IBM Infosphere, Salesforce

EDUCATION

The University of Texas at Dallas, M.S., Info Tech & Management (MIS), Project Mgmt. and Business Analytics, 3.7

May 2018