

GURU PRAKASH NAGARAJAN

Technical Program Management | PMP Certified | Product Management Certified | Cloud Certified

UC Berkeley Technology Leadership Program

📍 San Jose, CA | 📞 740 683 4878 | ✉ nguruprakash@gmail.com | in www.linkedin.com/in/thegurus

<https://pmartandscience.com>

DRIVING BUSINESS TRANSFORMATION WITH STRATEGIC PROGRAM LEADERSHIP, CROSS-FUNCTIONAL TEAM MANAGEMENT, AND VALUE-DRIVEN PRODUCT SOLUTIONS THAT DELIVER TANGIBLE BUSINESS OUTCOMES.

SUMMARY

With over 20 years of dedicated experience, I am deeply committed to delivering excellence in program management within dynamic, fast-paced settings. My expertise lies in spearheading Technology Program Management and Delivery, steering Digital Transformation initiatives, Product Development, Implementation, and Systems Integration.

I am a results-oriented leader, passionate about driving overall delivery success. I excel in orchestrating high-performing cross-functional teams, fostering collaboration among Project/Product Managers, Product Engineering, Solution Architecture, Configuration, Quality Engineering, DevOps, Change Management, Training, and Readiness teams in a global setting. By enhancing customer engagement and optimizing operational efficiencies, I consistently achieve desired outcomes.

Furthermore, I have a proven track record in establishing and leading robust PMO organizations. Through the implementation of frameworks, processes, and governance structures, I facilitate effective program delivery, ensuring alignment with strategic objectives.

SKILLS

Program Management

- Expertise in managing E2E large multi-year Digital Transformation Programs with peak team sizes of 400+ resources and a budget of \$30+ Million in a global delivery model.
- Experience setting up PMO for 20+ PM organization: defining processes, optimizing delivery, establishing work intake process, effective resource management, standardizing metrics collection and reporting.
- Directly managed a team of 10+ Project/Product managers to deliver strong results and drive business value.
- Experience in building customer centric and product engineering focused agile delivery teams to transform business processes, applications and talent to improve customer engagement and maximize operational efficiencies.

Client Relationship Management

- Defining and driving Client's overall success, adoption of solutions and services, Client health, and satisfaction.
- Conducted weekly, monthly, quarterly and annual business, delivery and technology review meetings with client stakeholders to review status, SLAs, roadmaps, financial and people metrics.
- Business development including pre-sales support, creating proposals, account plans, contract negotiations, SOW contract creation and negotiations.

Technology and Domain

- Experience in driving technical teams to deliver on application development, cloud migration and data analytics transformation projects.
- Consulting experience in defining product roadmap, technology roadmap and product implementation strategies.
- Experience in managing teams of architects and data engineers to standardize data ingestion, processing and reporting. Created a unified portal to consolidate reporting and provide access to all reports and dashboards.
- Strong Healthcare consulting experience in various modules such as Membership – Enrollment processing, Providers – provider data management, Claims – Intake, Adjudication and Payment.
- Assessment and implementation of processes to improve KPIs for various operation teams – Claims, Membership and Provider operations.

WORK EXPERIENCE

[EPAM Systems, Inc.](#) | Sr. Director, Delivery Management | Aug 2019 – Present

- Responsible for managing multiple Cross Functional workstreams (Service Design, User Experience, Architecture, Engineering, Training, Quality Engineers) and Delivery of a portfolio of projects for various Fortune 500 clients
- Responsible for Scoping, Proposals, SOW negotiation, Estimation, MVP planning, Roadmapping and Building teams for Product Discovery and Implementations.
- Successfully delivered large scale digital transformation initiatives with Business, Cloud and App Modernization as core pillars of delivery for large medical device manufacturing company.
- Delivered Product Assessments by conducting user experience research, market analysis, defined product vision and created plan for overall implementation of a B2B and B2C product for one of the largest Pharma distribution company.
- Led Service design, User Experience designers, Business Analysts, Engineering and Automation Engineers to build out Clinic Of the Future applications to improve the delivery of healthcare to patients
- Worked with AWS Professional Services team to deliver on an optimized IoT platform on AWS.

[Altimetrik Corporation](#) | Head of Product-Program Management | Sep 2017 – Aug 2019

- Built multi-functional teams of product managers, project managers, business analysts, engineering staff and support engineers to deliver on application development, application maintenance projects for client engagements.
- Established a PMO team, setting goals and processes across the organization and developed playbook for project estimation, agile project delivery, metrics collection and reporting.
- Developed and implemented framework for managed services programs across the organization. Directing all phases of programs from inception through completion defining business KPIs, creating roadmap and execution strategy for implementation, Stakeholder management, risk and change management, resource planning and detailed program scheduling.
- Led Transformation teams to implement solutions by re-platforming monolithic applications.
- Reengineering applications to improve engineering systems to deliver scale and integrate applications seamlessly by focusing on fundamentals. Led team of UX/UI, Software Engineers, and Quality engineers to develop the next generation of web and mobile solutions.

[TriZetto Corporation](#) | Director - Program Management | Jan 2011 – Aug 2017

- Led multiyear full stack large scale Transformation programs implementing Core Administration, Network Management, Pricing and Case management Products.
- Managed programs from initiation, planning, roadmap definition to implementation with a budget of \$30+ million with team sizes of 30-400+ associates across various global delivery centers.
- Managed and communicated effectively with executive management and project teams on milestones, risks, mitigation strategies, change controls and key metrics.
- Managed a team of 10+ PMs to drive and integrate product tracks such as architecture, infrastructure, configuration, systems engineering, quality engineering, change management, training, and implementation readiness teams.
- Strong Healthcare consulting experience in Membership, Providers, Claims in Core Administration Solutions.
- Contributed to the development of Project Management Organization with recruitment, best practices implementation, templates for large scale product implementations, project, and resource reviews.

[Cognizant](#) | Assistant Project Manager | Sep 2001 – Jan 2011

- Directly managed product designers, project managers, analysts, product development teams and quality engineering resources in projects following Waterfall and Agile methodologies.
- Started career as a development engineer and worked in all stages of SDLC from business requirements gathering, product design, development, unit testing, system testing, user acceptance testing and implementation.
- Consulted in the US for clients in Healthcare Business and IT functions at TriZetto Corporation, John Deere, United Healthcare, MVP Healthcare and WellPoint (Anthem).
- Hands on experience in development of extracts, interfaces, web applications in Sybase, SQL Server, SSIS, Java and VB.
- Contributed to development of the practice by creating white papers, case studies, proposal presentations, knowledge repositories, newsletters, training materials, certification programs and vertical operations lead for talent acquisition team.

EDUCATION

- Bachelor of Engineering - Computer Science | University of Madras
- Product Management Certified | The Product School
- Project Management Professional Certified | Project Management Institute
- AWS Cloud Practitioner Certified
- Technology Leadership Program Executive Program at University of California, Berkeley with primary focus in AI-driven solutions and Technology Acceleration using Big Data

KEY PORTFOLIO AS TECHNICAL PROGRAM MANAGER

- B2B product to manage sales on AWS for large vision medical device company.
- ML project to build a prototype to predict the RAF score based on X-Ray images.
- Multiple API First projects implementing APIM platforms and driving Transformation in the organization.
- Healthcare Product managing regimens and healthcare costs for cancer treatments for a leading Oncology data science provider.
- Build out and launch of Clinic of the Future on Azure for a large Outpatient provider organization.
- Data platform implementations for outpatient provider organization, health care payer and pharma distribution company.
- Transformation initiative to roll out API First program for large telecom company.
- Upgrade of an IoT platform on AWS for a technology company who is reimagining IT Operations.
- Assessment and product vision development for revenue cycle management product for the largest pharma distribution company.
- Multiple healthcare core administration platform implementations for various payors in the US healthcare system.
- Systems Integration for various large federal and commercial health insurance payors.
- Driving and establishing an API platform for a large telecom company.
- EDI Implementations for leading Healthcare payer company.
- Process optimizations of IT platforms to improve usage metrics, productivity, user experience, reliability, and availability.
- Process optimizations of business platforms to increase operational efficiencies by improving Claims Adjudication rates, Member/Provider satisfaction scores, and turnaround times.