BHARATH KANTHARAJ

Jacksonville, Florida 32259 | (918) 606-0378 | kbharath046@gmail.com | www.linkedin.com/in/bharath-kantharaj

SUMMARY

An accomplished and customer-centric Product Manager & Business analyst, with diverse experience in product management, data analysis, quality assurance, project management, process implementation, enterprise reporting, and strategic planning. A proven leader, with an ability to streamline and build product applications to achieve maximum ROI and value. A collaborative communicator, focused on working with cross-functional teams and management to generate, develop, and validate features and systems. Instrumental in optimized solutions and process improvements. A top- performing and visionary leader, who continually visualizes, expands, and generates ideas to maximize growth and profits.

ACCOMPLISHMENTS

- Led the Email to Case Implementation for the assigned support team with a solution to replace the existing manual process of Salesforce plug-in resulting in savings of a total of 303K hours of manual work.
- Identified and led the implementation of meeting scheduling software for internal customer care agents to improve efficiency resulting in increase NPS by improving customer satisfaction and adoption rate within the organization by 35%.
- Implemented Work inbox integrating Salesforce - an alternative method of communication instead of emails by enhancing security, privacy, transparency and centralization of customer data in the portal.
- Led the discovery and implementation of a consolidated dashboard of reports for the executive leadership through Tableau.
- Implemented Lean on improving and optimizing the flat file process for 12 providers and saved $650K.
- Implemented automation of chart procurement through faxination process – reducing the overall effort by 15 min per chart and thus reducing 300 hours of manual fax process per season per resource.
- Implemented Flat File and CCDA Process for transfer of Provider data for closing care gaps with 18 providers. Designed the file layout for the transfer of data by working closely with the Hadoop team. This included working on FHIR, HL7 formats and the files being authenticated through Edifecs.

EXPERIENCE

TRINET USA INC., Remote - Jacksonville, Florida
Senior Product Manager, Internal Stakeholder Solutions – Customer Success & Operations (CSO) 2022-2024

- Spearheaded implementation of E2C solution to eliminate manual plug-in process of logging cases into Salesforce, resulting in cumulative savings of overtime amount to $1.2 million by automating plug-in E2C process, saving 303K hours of manual work. Coordinated closely with the legal team to be in compliance with legal matters of the organization.
- Led discovery and implementation of executive dashboard to report key metrics across customer success and operations vertical by consolidating data into single source of truth.
- Presented to product leadership for the quarterly discovery and read out sessions.
- Created detailed PRDs in confluence.
- Partnered with Knowledge Management (KM) operations team to streamline the KM process, resulting in better efficiency and time savings of 10% per day.
- Optimized and automated the Knowledge Management approval process to the legal team system for review and approval.
- Interfaced with solution center leadership to understand and document pain points and prioritize, based on organization goals.
- Supported product organization to migrate and implement a new industry standard workforce management tool (NICE).
- Supported the marketing team on Salesforce CRM enhancements for better transparency.
- Conducted market research, analyze customer behavior and preferences for the development of the loyalty program by closely working with the development team and the UI/UX team.
- Managed product support and implementation for core service redesign payroll and benefit teams.
- Identified and led the implementation of meeting scheduling software for internal customer care agents to improve efficiency, resulting in increased NPS by improving the customer satisfaction and adoption rate within the organization by 35%.
- Employed Work inbox integrating Salesforce, alternative method of communication instead of e-mails, by enhancing security, privacy, transparency, legal aspects and centralization of customer data in the portal.

FLORIDA BLUE, Jacksonville, Florida
Senior Business Consultant and Senior Product Owner, 2018-2022

- Acted as liaison between the business and IT development team.
- Collaborated closely with all stakeholders and prioritized requirements, created features and user stories, and performed UAT.
- Executed a product vision and strategy road map as directed by product leadership and key stakeholders.
- Served as a core team member for Commercial HEDIS team, working on chase lists, reporting, auditing, and chart procurement with CMS-approved vendors.
- Collaborated with the Medicare business on the measures that are common with Commercial LOB to devise a strategy to close care gaps.
- Created strategic plans to integrate data files and close care gaps, per NCQA specifications, as consultant to the HEDIS engine team and SDS data team.
- Created detailed BRDs and PRDs in Confluence for the development team and documentation.
- Devised processes to boost long-term business success and increase profit levels.
- Applied performance data to evaluate and improve operations, target current business conditions, and forecast needs.

FLORIDA BLUE, Jacksonville, Florida
Senior Business Systems Analyst and Product Owner, 2013-2018
- Conducted data-mapping for canonical XML from legacy system to a new McKesson product by working closely with 12 different sources of data within Florida Blue.
- Performed GAP analysis for claims data coming in from 16 different sources.
- Collaborated with other domain (provider, consumer, product, contract) analysts and developers to understand the flow of data and rules to extract necessary information.
- Partnered closely with information architects / data architects to build data model and provide required fields, data types, and definitions for the model.
- Organized and coordinated sprint planning and sprint review meetings.
- Implemented Flat File and CCDA Process for transfer of Provider data for closing care gaps with 18 providers. Designed the file layout for the transfer of data by working closely with the Hadoop team. This included working on FHIR, HL7 formats and the files being authenticated through Edifecs.
- Interfaced with analytics team to gather and create reports for CMS submissions for HEDIS reports.
- Identified areas of possible system improvement to enhance overall business performance and business goals.
- Administered extensive testing through SQL, querying tables and performing system testing and UAT.

ADDITIONAL EXPERIENCE

INDEPENDENCE BLUE CROSS, Philadelphia, Pennsylvania, **Lead Quality Assurance Analyst,** 2013. Managed and coordinated the integration of the portal with seven internal teams and Highmark to have a successful flow of data. Oversaw the off-shore team and coordinated to have the project completed on time. Reviewed project requirements to uncover bugs and vulnerabilities, and help maintain project schedule. Determined the root cause of deviations and non-conforming results, and implemented appropriate corrective and preventive actions throughout the product development cycle.

EDUCATION

MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY, Rolla, Missouri
M.S., Engineering Management, 2012

VISVESVARAYA TECHNOLOGICAL UNIVERSITY, Belgaum, India
B. Eng., Mechanical Engineering, 2010

CERTIFICATIONS

Operational Excellence Green Belt, Lean Competency Systems
SAFe Product Owner / Product Manager Certification
Becoming a Product Manager: A Complete Guide, LinkedIn
Product Management: Building a Product Strategy
Project Management Foundations, LinkedIn

TECHNICAL SKILLS

Microsoft Office | SQL | Jira | Miro | Balsamiq | Tableau | Rally | Salesforce | Microsoft Visio | Confluence | ServiceNow| AWS

BUSINESS SKILLS

Product Strategy | Business / Data Analysis | Project Management | Process Implementation | Enterprise Reporting | Project Metrics
Strategic Planning | Six Sigma Green Belt | Fish Bone Analysis | Value Stream Mapping