

Jakka Mohan Kumar

Waukee, IA, 50263 | +1 (201) 850-3698 | jakkamohankumar@gmail.com | [LinkedIn](#)

Career Summary

Accomplished Senior Project Manager with over 16 years of expertise in the **US Healthcare domain**, leading large-scale, complex projects across globally distributed teams. Proven track record in **end-to-end program delivery, risk management, and stakeholder engagement**, ensuring seamless execution in dynamic and rapidly evolving environments. Skilled at managing **program and project interdependencies**, optimizing resource utilization, and driving efficiency across multiple initiatives. Experienced in delivering **new implementations, application support, system upgrades, and large-scale migrations** with consistent success in meeting timelines, budgets, and compliance standards.

Core Skills & Technologies

- **Project Management & Delivery:** SDLC, Agile, Scrum, Risk Management, Dependency Management, Resource Estimation, Milestone Tracking, Stakeholder Communication, Executive Reporting, Release Management
- **Healthcare Domain Expertise:** US Healthcare Payer Systems, Facets (Core & Custom Implementations), Claims Processing Optimization, Enrollment & Eligibility Systems, Medicare Supplemental Implementation, HIPAA Compliance (EDI 835, 4010/5010)
- **Databases & Programming:** Oracle SQL, PL/SQL, Sybase T-SQL, MS SQL Server, JavaScript, NodeJS
- **Reporting:** SQL Reporting, On-Demand Reporting Solutions
- **Blockchain Technologies:** Practitioner - Solidity, Chaincode, Ethereum, Hyperledger
- **Cloud & Analytics:** Cloud Practitioner, - Azure Microsoft Power BI Practitioner
- **Version Control & Tools:** Visual Source Safe (VSS), TFS, GitHub
- **Office & Productivity Tools:** Microsoft Office Suite (Excel, PowerPoint, Visio)
- **Team Leadership:** Managing Geographically Distributed Teams, Cross-functional Collaboration, Training & Mentoring

Work Experience

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, DES MOINES, IA

Senior Manager / Delivery

Jan 2022 – Present

Manage the project execution and IT delivery, providing day-to-day project leadership. Facilitate and create enterprise level visibility of the overall progress, dependency, issues and risks. Manage multiple streams of IT project delivery through close coordination and cooperation with Stakeholders, Business Leads and IT technical leads. Provide subject matter expertise to estimate activity resources and durations.

- Develop and maintain project plans.
- Manage progress of project milestones and deliverables.
- Identify and manage project risks in coordination with project delivery standards.
- Facilitate the IT architecture solution and detailed design.
- Conduct meetings with appropriate subject matter experts in both large group and one-on-one sessions.
- Provide status reporting consistent with the project communications plan.

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, DES MOINES, IA

Manager

2017 - 2022

Manage the Facets production support team in prioritizing the tickets, estimating the efforts, review the solution designs and ensure timely remediation and impacts clean-up. Coordinate with Facets enhancements and other project implementation teams in prioritization of requirements & delivery timelines, engage with client stakeholders in reviewing priorities due to conflicts and any architectural changes that the new implementations would result in. 50% of new implementations were due to the gap analysis conducted in the existing systems.

- Worked with Product, client IT, client Business teams and a team of 21 developers to scope requirements and determine priorities based on which features would provide highest return on investment.
- Coordinates with other project managers and leads once a week to streamline the deployments and implementation go-live in both non-production and production environments to proactively avoid code conflicts.
- Oversee the nightly production batches to ensure the agreed SLAs are met. More than 40 batch jobs were enhanced or fixed to improve existing designs for increased data processing efficiency, better reporting and performance gain based on batch statistics analysis.
- Improved performance of claims processing from 1400 CPM to 2100 CPM and gained about 50 minutes of time in the daily

batch SLA.

- Conceptualized requirements, proposed the requirements to client stakeholders and won implementation of 18 enhancements and one project in the last one year.
- Oversaw implementation of more than 50 SQL and BO reports across Business areas.

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, DES MOINES, IA

Facets Product Specialist – Technical Lead

2015 - 2017

Lead the Facets core and custom implementation by working with business partners and client vendors to gather requirements. Create, maintain and present change control requests and requirements traceability matrix to keep the client stakeholders informed of the project progress. Facilitate sessions for volume requirements, design reviews and periodic sessions to discuss ongoing progress.

- Worked with project manager in development of project plans and resourcing.
- Conducted weekly meetings in requirements elicitation, system analysis, designs review and defect triage to coordinate with client stakeholders, business teams, developers and quality assurance teams.
- Identified potential process improvements that needed system enhancements, presented the findings to business owners to get change requests.
- Worked closely with business partners and business vendors to gather requirements and translated to functional & technical requirements.

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, PROVIDENCE, RI

Facets Product Specialist – Technical Lead

2012 - 2015

Designed and lead the development of a real-time custom interface solution for client's business teams to configure the member enrollment policies and eligibility rules without having to modify / test the dependent Facets core and custom batches for the changes.

- Coordinated with business users to document requirements, designed and lead a team of 18 developers for the development of an end-to-end automated enrollments system with dynamic rules engine that the Business teams can use for their daily activities, including on-demand reporting capabilities.
- Planned release management schedules and deployment activities to align with Facets Hosting team's schedules.
- Participated in requirements elicitation and documentation for the Public Exchange enrollment implementation.

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, OWINGS MILLS, MD

Project Lead Test Analyst

2012 - 2012

Assisted in reviewing the functional and technical implementation to fix the gaps in the system requirements of the Medicare Supplemental implementation program.

- Participated in reviewing the test strategy and system integration test cases to find the gaps in implementation, work with business users and quality assurance teams to ensure all the missing functional and performance testing requirements are tested and approved.
- Performed defect triage weekly sessions with the business users, developers and quality assurance teams to evaluate the findings, determine the priorities and action items including the schedule.

COGNIZANT TECHNOLOGY SOLUTIONS US CORP, INDIA

SQL Developer & Lead Project Designer

2008 - 2012

Designed and developed multiple custom solutions in Oracle SQL and Sybase T-SQL. Supported the regular maintenance and conversion projects. Trained a team of 6 new employees to support the Facets upgrade and ICD-10 conversion programs.

- Designed and developed a custom EDI 835 generation process in lieu of Facets HIPAA Gateway to generate both 4010 and 5010 versions as required. Achieved zero post-production defects due to rigorous testing practices prior to deployment for SIT and UAT.
- Functional lead for a team of 5 ETL developers to migrate the data from an existing vendor to a new vendor system that supports both online portals for subscribers and on-demand reports generation for internal business teams.

Education

INTERNATIONAL INSTITUTE OF INFORMATION TECHNOLOGY

Bangalore, Karnataka India

Advanced Certificate Program in Blockchain Technology

May 2022

JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY

Anantapur, AP India

Master of Computer Applications

2008

Additional

Professional Certifications:

- AHM 250 Certified Professional from Academy of Healthcare Management
- Oracle PL/SQL Developer Certified Associate
- Oracle Database SQL Certified Expert
- AWS Certified Solutions Architect – Associate