

Aniket Pathak

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- More than 9 Years of overall software industry experience as Technical Program Manager and Technology lead with focus on Process Optimization, Product Development, System Integration, and Partner Management

WORK EXPERIENCE

Microsoft | Technical Program Manager

Feb 2020 - Present

- Responsible for development of API Documentation for Microsoft Information Protection SDKs – to improve developer experience by reducing API onboarding time, and quicker turn around on customer query resolution; by addressing common issues, errors and intended API use cases
- Identified gaps in API documentation, built byte sized code snippets, and QuickStarts. Partnered with developers to build sample apps for developer ecosystem of 1st party and 3rd party developers

Montefiore Health Systems | Technical Program Manager

Jun 2017 – Feb 2020

- Developed online care management platform for health home ecosystem, which is used by diverse customer personas of care managers & supervisors; and hosts patient categories across 34 partner organizations & managed care organizations
- Designed key product features by partnering with customers to gather/consolidate requirements, and led the development team through SDLC to build a web based multi-tenant platform by shipping several releases
- Developed a configurable online assessment module to establish data quality and data integrity on the platform - to save 40% of user time and provide patient centric insights on critical aspects of care management
- Created a configurable compliance module; Integrated with existing user workflows to provide real time visibility and prioritization to KPIs. Improved monthly compliance from 50% to 90% across partners in 12 months
- Devised 'Progress Notes' – a core care management functionality – for users to document daily work; supervisors and auditors to implement state policies and manage quality assurance; and management to derive analytics from
- Built configurable risk-factors based module for services eligibility - using integration with existing data objects for higher data quality and to provide tighter compliance oversight
- Drove an automation initiative to build assessment configuration process using SQL to reduce configuration onboarding resources by ~60%, also improving data quality and overall project utilization
- Implemented 'Continuity of care NY state policy' - incorporating complex billing requirements by designing scenario-based process flows with focus on data integrity, transparency, usability and adaptability for future changes

CoMotion | Product Analyst

Mar 16 – May 17

- Conducted Market research for commercial viability of University of Washington's research projects in diverse areas
- Secured \$50,000 each for 4 teams as research fund grants by building business models and implementation plans

Infosys Limited | Technology Analyst

Oct 09 - May 15

- Led 40 member DBA team handling roughly 2500 Oracle databases on 300 servers – owned problem root cause analysis, implemented process improvements and led escalation handling and administered knowledge management
- Consistently delivered above 96% SLAs for the team with database environment focused on availability and redundancy
- Drove an automation initiative to identify and automate ad hoc DBA tasks using Shell scripts. Reduced execution times by ~75%, at the same time reducing manual errors and overall project utilization and project operations KPIs
- Implemented business continuity and high risk mitigation from database perspective by KPI analysis and alerts configuration. Managed ~30 problems over 6 months using Oracle Enterprise Manager (OEM)
- Engineered OEM upgrade from 10g to 12c version. Handled requirements gathering, risk and impact analysis, implementation plan coordination and installations and configuration for 300 Unix and Windows servers

SKILLS and Certifications

- Tools and Languages: SQL, Oracle Databases, SQL server databases, UNIX, Java, C#, C++
- Certifications: Project Management Professional (PMP)

EDUCATION

Michael G. Foster School of Business
University of Mumbai

MS - Business Administration (Info Systems)
BE - Electronics

Jun 16
Jun 09