

AMLAN GAURAV PATTNAYAK

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PROFESSIONAL SUMMARY

Seasoned product focused healthcare technology professional with 9+ years in US healthcare. Led development of Generative AI and Agentic AI solutions, from initial discovery and product definition through to executive-level demonstrations. Proficient in defining product roadmaps, translating complex requirements into actionable user stories, and leading cross-functional teams. Demonstrated capability in presenting to C-suite executives and influencing multi million dollar business opportunities. Deep expertise in benefit configuration, member experience, claims systems, patient experience, care management, Medicare, Medicaid, combined with hands on experience building AI powered healthcare solutions

SKILLS & EXPERTISE

Domain: Health Insurance | Health Providers | Care Experience | Benefit Configuration | Claims Adjudication | Population Health Management | Medicare & Medicaid | Care Management | Utilization Management | Patient Access |

Technical: SQL (Snowflake, PostgreSQL), MongoDB, Tableau, Power BI, HealthEdge, Jira, Agile/Scrum, Python

Product: Generative AI, Agentic AI, Market Research, Wireframing, User Stories, Backlog Management, Stakeholder Management, RFP Response

AI Product Development: GenAI use case design, Agentic AI workflows, prompt driven solutions, AI feasibility assessment, prototype validation, business case development

PROFESSIONAL EXPERIENCE

Business Architecture Associate Manager

Accenture – Health & Public Service

Feb 2019 – Present

Health Industry Innovation – Bengaluru Innovation Hub | Feb 2019 – Present

- Drove the product development lifecycle for 9 AI innovation use cases, including Agentic AI for Benefit Configuration, Agentic AI for Discharge Documentation, and Generative AI for Provider Assistance. Responsibilities spanned market research, stakeholder interviews, use case definition, wireframing, technical architecture, Agentic Tree (orchestration flows) creation, testing, and developer oversight.
- Managed team of 3 developers through POC implementations; created business case decks, use case documents, UI wireframes and project management artifacts
- Orchestrated 50+ client visits to Innovation Hub, presenting to C-suite executives from Fortune 500 health insurers and nationally ranked academic medical centers; contributing to multi million dollar deal closures
- Authored 20+ thought leadership documents on healthcare industry topics (FHIR standards, regulatory requirements, data platform modernization, technology transformation) in collaboration with senior Accenture leadership
- Contributed to 4 RFP responses including solution architecture diagrams and technical responses; most recent RFP contribution resulted in \$20M contract win
- Delivered 20+ workshops and knowledge sharing sessions to audiences of 200+ employees on healthcare industry concepts and AI in healthcare
- Served as single point of contact for startup partnerships, managing requirements, development oversight and testing for client facing demos

Large National Payer – Health Risk Assessment Data Platform | Jul 2025 – Present

- Driving data platform enablement for Health Risk Assessments (HRAs) for Medicare Advantage plans, facilitating data flow to outreach vendors for high-risk member identification
- Gathering and translating data ingestion requirements for Snowflake migration
- Designing Data Flow Diagrams (DFDs) and Data Models to document data lifecycle from HRA collection through transformation to Care Management applications for Care Plan creation
- Conducting data analysis and quality checks in Snowflake to validate business assumptions and ensure data integrity

Medicare Advantage Suite (MAS) Implementation | Nov 2023 – Jun 2025

- Drove end to end configuration of complex health plans on HealthEdge platform, ensuring accurate benefit design implementation and regulatory compliance
- Served as primary subject matter expert for configuration requirements, providing critical query resolutions and guidance to BPO and Testing teams

- Managed and mentored team of 3 junior Configuration Analysts, overseeing task delegation and ensuring high-quality benefit configuration outcomes
- Achieved and maintained 100% SLA adherence for resolving Production Configuration defects
- Coordinated directly with clients and third-party vendors to facilitate timely loading and updating of critical regulatory data

Large National Payer – Data Platform Modernization | Nov 2022 – Nov 2023

- Drove Member Data Modernization initiative, ensuring alignment with product vision and business objectives
- Gathered and communicated data ingestion requirements for MongoDB to Snowflake migration, translating complex technical details into clear user stories
- Designed and documented Data Flow Diagrams (DFDs) illustrating member data lifecycle from ingestion to transformation and storage
- Conducted in-depth data exploration in Snowflake SQL and MongoDB to optimize data models and inform product decisions
- Maintained well-groomed and prioritized product backlog in Jira, managing Epics and user stories aligned with strategic product goals

Business Analyst

Global Systems LLC

Jul 2014 – Dec 2015

- Led development of CareConnect360, a care coordination tool for Michigan's Medicare/Medicaid programs; served as sole liaison between client and development team
- Managed full product lifecycle: requirements gathering, use case documentation, UAT, stakeholder sign-offs and client demos

Business Analyst

Cloudeeva

May 2013 – Jun 2014

- Gathered requirements and generated use cases for multiple web-based Medicaid projects across various clients

EDUCATION

Post Graduate Diploma in Data Science (Deep Learning Specialization)

International Institute of Information Technology Bangalore (IIIT-B)

2021

Bachelor of Science in Electrical Engineering

Clemson University, South Carolina, USA

2013

AWARDS & RECOGNITION

- Achieved P4+ (Master) proficiency rating in Health Insurance Operations – top 3% among 100,000+ Accenture India employees
- Recognized with Innovator of the Year 2019, Industry Champion – Innovation FY24 and ACE Award for Individual Starter for delivering 4 Agentic AI use cases
- Competed in 6 Global Tech Innovation Contests (100K+ entries); advanced to India Semi-Finals twice and Prototype round in all competitions

CERTIFICATIONS

- AWS Cloud Practitioner Certification
- Data Analyst Certification – DataCamp