

# Ramanakar Danda

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Ramanakar Danda is an AI Enthusiast and Health Care Champion who is on a mission to help use technology and bring meaningful changes to people's lives for better healthcare practices. He has been focused on Health care, Pharmaceuticals, Medicare, Medicaid, and Commercial Health Care areas. He has worked for numerous organizations to harness the technology and improve outcomes for patients, providers, and regulators across the US, and Europe.

## **Professional Summary:**

- AI Enthusiast with excellent knowledge of Large Language Models, Fine Tuning LLM, and RAG Architecture.
- Proven skills in Integration Solutions and software architecture, design, development, and integration using various middleware tools.
- Highly Specialized in Integrations with SOA, PAAS, SAAS, and Micro Services Architecture.
- Worked on Different types of patterns with App Connect Enterprise V12.0.7.0 with OpenShift AWS clusters.
- Experience in HIPAA, HL7, EDI, JSON, XML, DFDL, Fixed Length, Delaminated, and COBOL COPY Book Message formats and Good Understanding of CCD, CDA, and DICOM.
- Excellent knowledge of HL7 Interfaces like ADT, OMR, ORU, MDM, and ICD-9 and ICD-10 standards.
- Good working experience in OpenShift, AWS cluster deployment for the App Connect V12.x, REST API implementation using IIB V10 and App Connect V12.x, RAML, and Swagger implementation, Key and Trust store certifications in App Connect
- Expertise in various components in Spring, which includes Spring MVC, Spring JPA, Spring Boot, and Microservices.
- Experience with Docker containers, leveraging Linux Containers and AMIs to create Docker Images/containers.
- Experience in application web servers like IBM WebSphere, JBoss, Tomcat, and IBM Liberty servers.
- Experience in Spring Boot Actuator to monitor Prometheus in a production environment.
- Expertise in Producing and consuming Web Services Technologies like Restful (JAX-RS) and SOAP (JAX-WS)
- Well-versed with TCP/IP, HTTP, HTTPS, SMTP, SOAP, and FTP protocols.
- Hands-on experience in full SDLC - Requirement Analysis, Design, Development, Deployment, compilation, data comparison, and Testing in both AGILE and Waterfall methodologies.
- Good working experience with different databases such as PostgreSQL, SQL Server, Oracle, Mainframes, AS/400, iSeries PMHS, EDW, (PL/SQL), and DB2

## **Work History:**

### **Matrix Consultants.ai**

**06/2024 - Present**

#### ***Vice President***

*MatrixConsultants.ai is involved in making a difference in Healthcare Quality for all by harnessing the power of AI to interpret and understand the data in FHIR format. This data is then harnessed to provide actionable intelligence to the Health Insurance exchanges and their customers for implementing better healthcare quality and improving the CMS rating of all the entities while also providing immense benefits to patients across the US. Currently, we developing a product to help improve Healthcare quality – we have taken up 4 use cases mainly in Medical Adherence and follow-up of patients who have recently visited the Emergency while being diagnosed with Chronic medical conditions like Cardiovascular diseases, Diabetes, Hypertension, Blood Pressure, and Cholesterol. We study the data to predict the probability of re-admission and provide guidance on preventive measures for improving the health of the patients and preventing the recurrence of episodes. This involves providing timely alerts to primary care physicians, nurses, and also patients regarding chronic conditions to enable immediate attention when needed.*

- Working with Health Care Information Exchanges to develop use cases for implementing CMS HEDIS Star rating measures for Health Care Providers and Health Insurance companies.
- The HEDIS ratings use cases are primarily focused on measuring the compliance of Providers and Health Insurance companies with the CMS Guidelines for 2025.
- Working on implementing Generative AI, Predictive Analytics, and Machine learning techniques to provide measurable insights and dashboards on multiple use cases like Medical Adherence for Diabetes, Blood Pressure, and High Cholesterol and also reducing emergency visits.
- Working towards implementing use cases to measure the follow-ups for patients with Chronic Conditions in Emergency rooms and effective management of the chronic conditions.
- Built the models using Synthetic data in FHIR and Custom formats without actual PHI.

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- Providing easy-to-understand dashboards to the Business and Technical teams to send out necessary interventions as needed to prevent reoccurrence and aggravation of chronic conditions.
- Models have been built on Local LLMs and custom code in Python, Machine Learning, and Predictive Analytics to enable low-cost use of Gen AI and easy adaptability across multiple HIE's (Health Information Exchanges).
- Evaluate model performances and fine-tuning using LLM Fine Tuning techniques.
- Using Graph RAG and Lang Chain to enable real-time data feed to the Models for delivering instant alerts and interventions to Patients and Providers in Preventive care.
- These use cases will deliver preventive care, drive down healthcare costs, and improve the CMS Ratings of the healthcare entities while also making a real difference in Care Quality and Care Effectiveness across all the states in the USA.

**CNH Industrial, Racine, WI**

**06/2023 - Present**

## **Integration Architect**

*CNH is one of the world leaders in providing farming equipment for sustainable agriculture worldwide. As an Integration Architect, I am responsible for ensuring that all manufacturing data is seamlessly integrated across various IT systems in CNH.*

*CNH has made huge investments in the Integration of its manufacturing and construction businesses. However, during the process, they have incurred huge technical debt in the integration systems. Currently, they are spending more than 3 million USD per annum on their IT Integration. As an Integration Architect, I have been tasked to determine the road map to optimize the current IT infrastructure. I am also looking at the Digital Transformation of their Integration system and reducing technical debt thereby optimizing the Integration space for all the business areas. I, along with my team, have currently identified and optimized 968 flows and business processes and migrated them to the latest IIB software which brought down the licensing costs and modernized the ir workflows in all business areas. We're currently looking at implementing AI/ML across the business areas to provide valuable insights and timely alerts across the processes to help with the Digital Transformation journey.*

- Oversee the implementation of the AI Tech Assistant across different regions (LATAM, APAC, EMEA), ensuring smooth integration with existing dealer systems and extensive repair manuals, while managing localization to meet regional needs.
- Focus on refining the AI-powered chatbot to deliver accurate and rapid repair information, streamlining processes, reducing response times, and improving the overall user experience for dealers.
- Continuously track and assess the performance of the AI solution, gathering feedback from dealers, analyzing usage patterns, and using this data to optimize the chatbot for better efficiency, accuracy, and overall satisfaction.
- Subject matter expertise in delivering integration with Workday and external systems including Salesforce, SAP, and other custom and cloud-based solutions.
- Expert in migrating flows from WebSphere Message Broker V7 to IBM Integration Bus V10 including connective direct nodes.
- I work with external vendors, making sure that the assigned work has been completed.
- Create an AI chatbot using NODE-RED, Watson IoT Platform, dash DB, and Watson conversation in APP Connect Enterprise (ACE) to ask sensor questions like what the average temperature value you recorded
- Work with developers to create a multi-model Loopback Application, Loopback remote hooks, Representational State Transfer (REST) API definition in API Connect API Designer, use the Loopback MySQL Connector
- Create Webservice REST API in IBM Integration Bus v10 and push the deployed bar file to API Management Server v5 and publish to API Connect Development Portal v5
- Define API, Product, and Plan in API Manager, create draft API and import an Open API definition, create an assembly that proxies the API to a back-end service, and test the API in API Manager
- Create an application, publish the product and subscribe to a plan, stage a new version of the product, supersede the published product on the staging catalog, and review the result in the Developer Portal
- Manage developer organization, create the catalog, configure Developer Portal, define user registry, activate the admin user for Developer Portal, and manage user roles and permission in the Developer Portal
- Secure API using OAuth 2.0 provider, add catalog-specific properties to API, test a REST API, publish API to the API Connect Developer Portal, customize and deploy applications

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Amensys Inc Client Blue Cross Blue Shields of North Carolina, Durham, NC

01/2014 – 6/2023

## Technical Lead Integration

### Provider Onboarding

Provider Onboarding is an extremely critical part of Health Insurance. This process involves multiple steps in which Physicians are onboarded into the Blue Cross Blue Shield Network as in- network or out of network. The current process involves too many manual steps and I was roped in to automate the process and reduce the time taken for Provider Onboarding. Also, every provider has their own version of contracts which led to extreme complications in the payment process at contracted rates. I was required to standardize the contract agreement format which could suit all use cases.

### Experience Health:

Experience Health Integration (EH) is being established by Blue Cross Blue Shield of North Carolina (BCBSNC) in Partnership with Duke Health with the goal of providing a Health Maintenance Organization (HMO) for the Medicare Advantage Programs of CMS in the state of North Carolina. Population Health Management (PHM) is a systematic approach aimed at improving the health outcomes of a specific population by monitoring and addressing the medical, social, and behavioral needs of individuals within that population. Facets Migration (NCTIO).

BCBSNC is moving all their membership from Mainframes to Facets to serve the customers better. I was responsible for the design, and delivery of the 837 Professional, Institutional, and Dental Claims migration from the Legacy backend systems to Facets in Java Caps 5.1.3. Received a special award for Best Code Quality and led a smooth migration of all the lines of business (Small Groups, Large Groups, Medicare, Medicaid, Blue E Claims) migration to the Facets system.

### Blue Connect (Micro Services in Member Portal)

We redesigned the member portal to provide total 360-degree member information using Micro Services architecture. Was responsible for Architecture, design, and Data Modelling for the member Portal of Blue Cross Blue Shield of North Carolina. The key goal of the project was to enable the member to get a 360-degree overview of his eligibility information, benefits information, Claim Status Information, Explanation of Benefits and Primary Care Provider Information. Appreciated with a Spot Bonus Award for Delivery Excellence.

### Enterprise Services Team Architecture Rewrite

The Enterprise Services Team was tasked with rebuilding and rewriting the entire architecture of Blue Cross Blue Shield of North Carolina as the Organization. The key objective of this project was to modernize and ensure that the current system which was slow to respond to change.

### Pharmacy Accumulators

The Pharmacy Benefit Managers for various Pharmacies require the Membership/ Eligibility information for the various members of BCBSNC to validate their Insurance eligibility and process the pharmacy claims. I was responsible for designing and developing the Pharmacy Rx Accumulator which calculated the balance amounts to be paid by the members of BCBSNC to the pharmacy. This involved validating the enrollment, eligibility and benefits of the members and exchanging the information with the pharmacies for the final calculations of the accumulator amounts.

### Pharmacy Integration (CAFÉ)

Responsible for the design and development of the Implementation of Pharmacy Benefits across all non-X12 Transactions. In this project, we integrated various Pharmacy systems (Express Scripts, Prime, CVS, Avail Pharma, Catamaran, etc.) across North Carolina with the Blue Cross Blue Shield of North Carolina Accumulators & Member Benefits system. The key goal of this project was to exchange the member information (PHI & Non-PHI) and the member accumulator benefits to all the Pharmacies.

BCBSNC Infrastructure Migration Project – BCBSNC is migrating all its current on-premise infrastructure to AWS. I was involved in defining the Architecture best practices for the migration of the infrastructure for the EDI Team during the migration.

Executed various Proof of Concepts (Rest Services, DB connection, and MQ) to migrate business services to MuleSoft 3.0

### HIPAA 4010 to 5010 Migration of All EDI Transactions

I was involved in the migration of the HIPAA 4010 version to the HIPAA 5010 Version for all the EDI Transactions as mandated by CMS.

### ICD 9 to ICD 10 Conversion

I was involved in the implementation of ICD 10 – updated from ICD 9.

- AI spearheading large-scale projects within the Analytics and AI department, driving innovation and delivering impactful results.
- Involved in software architecture, detailed design, coding, testing, and creating technical specifications.
- Involved in Infrastructure Evaluation & Planning for the Data Center Migration at Blue Cross Blue Shield of North Carolina.

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- Involved in software architecture, detailed design, coding, testing, and creating technical specifications.
- Responsible for designing and developing RESTful APIs for different projects as per consumer requirements.
- Led the team on IBM Integration Bus (IIB) to App Connect Enterprise (ACE) migration projects.
- Implemented the ACE Policies for all the various Databases (Postgres SQL, SQL Server, DB2, Oracle), Email SMTP Server, and Secure File Transfer.
- Developed Message Flows to process Leads received from various sources using IBM Integration Bus (IIB) and MQ.
- Worked on real-time and batch files and web service protocols, Stream Sets Data Collector, and Kafka.
- Working as an SME for the ACE migration on the OpenShift AWS cluster from IIB 10.13 to ACE 12.0.0.7
- Migrating from monolithic to a microservice architecture using Spring Boot.
- Created and injected Spring services, Spring controllers, and DAOs to achieve dependency injection and to wire objects of business classes.
- Implemented Prometheus health check in Spring Boot and Spring Framework services.
- Work closely with architects for requirement analysis and designing engineering solutions for complex business problems.
- Work with business analysts, business owners, QA and applications support teams to understand the stakeholder requirements.
- Deployed Spring boot-based microservices Docker container using Amazon EC2 container services and AWS admin console.
- Responsible for Code review, mentoring, and guiding the development team in implementing the Solution Architecture as required.

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## Infosys, Dallas, TX

01/2013 - 01/2014

### Senior Consultant

*AstraZeneca is one of the world's leading pharmaceutical companies, with a broad range of medicines designed to fight disease in important areas of healthcare. I was responsible for providing integration services to seven therapy areas including oncology, cardiovascular, gastrointestinal, infection, maternal healthcare, neuroscience, and respiratory. These integrations supported the manufacturing of various drugs across the 7 therapy areas and played a critical role in supporting the business of AstraZeneca.*

- Developed Message definition (DFDL) for processing XML, Cobol copybook, and EDI format messages in message broker.
- Created WTX maps and type trees to process HIPAA (270, 271, and 278) and HL7 transaction messages.
- Responsible for verifying the HL7 Inbound messages STR, DRG, and TMS.
- Updating ICD messages into the sedasys server (SMS) and sending customized ACK/NACK messages.
- Uploading patient ADT information into Oracle Database.

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## IBM

05/2010 - 01/2013

### Application Developer

*Ericsson is a world-leading provider of telecommunications equipment and services to mobile and fixed network operators with new sales of \$ 35,01 billion and more than 104,525 employees. Ericsson's systems integrate ERIMO, Mainframes, and other legacy systems with SAP R/3. Ericsson has two functional areas to support, which are A2A and B2B. There are 1000 EAI Interfaces/Business Flows categorized into two functional areas and each interface is routed to different facilities. I was responsible for providing various integrations for different interfaces at Ericsson in multiple business areas.*

### Kraft Foods Star Integration

*Kraft is the world's second-largest food and Beverage Company with 2010 net revenues of more than \$34 billion, and more than 140,000 employees. The Kraft brand portfolio is one of the strongest in the space of any packaged goods company.*

*The Kraft Foods Star Integration Project involved integrating the data across various countries in the US, Australia, Africa, and EU for Kraft Foods to ensure smooth supply and distribution of the food products. This involved the complete set of EDI X12 transactions in the logistics distribution across warehouses to Air, Sea, and Land shipments.*

- Developed EDIFACTS EDI 810, 850, 860, INVOICE, ORDERS, DESADV, and DELFOR Message Flows using ESQL Statements, XML, and JAVA.
- Configured JDBC, File, FTPS, HTTP, SOAP, IDOC, RFC, and mail adapter.
- Developed message flows for XML/XSLT, SOAP/HTTP XML to XMLNSC mappings and transformations.
- Improving the Message processing performance by restructuring the Broker domain, number of EGs, and appropriate additional instance invocation and restructuring message-conversion and ESQL code change.
- Developed both INBOUND and OUTBOUND interfaces between SAP and various legacy systems.

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- Worked with the functional team to set up the ALE Configuration between four SAP R/3 systems to SAP PI.

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## Computer Sciences Corporation (CSC), New Jersey, NJ

08/2008 - 05/2010

### Developer

*Pfizer–Global Financial Shared Services (GFSS) The Global Financial Shared Services Centre (GFSS) is Pfizer’s operation located in Dublin and combines the financial processing activities of nineteen European countries and a few other locations globally into one single-platform-focused suite in Dublin. Before this project is used to handle transactions only for European countries as EFSS (European Financial Shared Service) which was modified to centralize globally and integrate all the Global financial applications of Pfizer with the newly introduced Oracle Apps financial package. The system integrates Ariba, D7i, and other legacy systems with Oracle apps. GFSS has three functional areas to support EAI which are R2R (Record to Report), P2P (Purchase to Pay), and O2C (Order to Cash). There are 100+ EAI interfaces categorized into three functional areas and each interface is routed to different facilities. This implementation uses Java business logic to parse and manipulate data for GFSS Applications.*

*EDDIE for [European Demographic Data Information Exchange] for Pfizer*

*EDDIE was developed to extract relevant employee data and create an XML file for each 1000 records. Later all created files were read and processed by destination different downstream systems like Ariba, GCE, and Oracle.*

*Blue Cross Blue Shield, Rhode Island*

*Campaign Management System is a web-based application of CRM. This application is primarily used to manage campaigns to enroll patients in self-help groups and campaign for better health care practices. These patients are enrolled into these groups based on their diagnosis and encouraged to participate in various self-help discussions and activities and monitored for changes to lifestyle and health care indicators. This application has multiple modules:*

- 1) 'Groups' identify a patient based on specific criteria and place them into a particular group.
- 2) 'Churn' analyses the behavior of the patients who drop out and matches them with other groups that align more closely with their interests.
- 3) 'Campaign' selects the group of patients and evaluates the performance of the patient in the self-help groups.
- 4) Some of the self-help groups are - Alzheimer's, Cancer Survivors, Tobacco Cessation, Alcohol Cessation, Drug Cessation, Depression, etc.
  - Developed the Presentation layer in MVC Architecture (Servlets -Bean -JSP Architecture) and the Evaluation Screens for Pfizer.
  - Configuring e\*Gate components like e\*Ways (Oracle, Batch, SAP ALE, SAP BAPI, and MQ) and JMS.
  - Implement numerous change requests in Monk and Java.
  - Worked on Webservices using JCAPS6 with Glassfish services.
  - Worked on HL7 V2.x message models.
  - Worked on J2EE and Spring Hibernate to troubleshoot technical issues.
  - Developed SOAP/REST-based web services as API using Spring and using on Jetty/Tomcat servers.
  - Developed interfaces using primitive E\*Ways (MQ IN/OUT, SOAP IN/REPLY/REQUEST, SAP IN/REQUEST, File, Database Oracle).

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## Bearing Point Consulting, New Jersey, NJ

06/2005 - 08/2008

### Software Developer

*Blue Cross Blue Shield, RD*

*An Insurance Management System is a comprehensive web-based system, which is primarily used to manage the insurance policies of Patients and their dependents. This system is integrated with the JPJ system which is primarily used for approval of the policy by the underwriting. This involves the transfer of electronic data and files between IMS databases to the JPJ ftp system.*

*Pfizer–Global Operations (GO)*

*Project GO (Global Operations) is an integration project to automate work order flow between different systems like assets, medical distribution details, etc. The main goal of this project is to automate all the processes involved in Global Operations for Pfizer like supply chain distribution and handling of medicines globally. This project involves real-time updates as well as batch updates through various interfaces in Seebyond eGate.*

*NHS, Health Care UK*

*The main objective of this project is to ensure that the patient clinical information registered at his local service provider can be shared across the UK with other service providers. When a patient moves out of his/her region, different service providers use different types*

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*of applications. The new National Clinical Record Systems is used to provide two levels of integration - one with the Local service provider and, second level integration with NHS.*

- Developed the transformation logic using the SeeBeyond Java Collaboration editor.
- Configuring e\*Gate components like e\*Ways (File, Batch, HL7, Oracle and JMS).
- Created the inbound and outbound customs etd's.
- Involved in Interface peer reviews and supported ETD testing, Collaboration functional Testing Systems, and Integration Testing.

## **Education:**

PhD candidate, Colorado Tech University, expected graduation: 2027.

Master of Computer Applications, Osmania University, Osmania, India, 2004

Post Graduate Diploma, Computer Applications, Kakatiya University, India, 2001

## **Certifications:**

- AWS DevOps Engineer – Professional
- TOGAF 9 Certified
- Python Certification
- AI in Healthcare Certified (Stanford University School of Medicine)
- MuleSoft Developer Certified
- MuleSoft Integration Professional Certified
- MuleSoft Integration Architect Certified
- Snowflake Certified
- App Connect Enterprise (ACE) V11 Certified
- IBM Integration Bus Certified
- SCJP 1.8 (Sun Certified Java Programmer)