

SENTHIL PRABHU MOOKIAH

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SUMMARY

Dynamic Technical Program Delivery Manager with 19+ years of excellence in enterprise-scale digital transformation and AI-driven initiatives. Demonstrated success leading portfolios up to \$50M and cross-functional teams of 70+ professionals. Expert practitioner of Agile, SAFe, and SRE methodologies, driving measurable improvements in operational efficiency and system performance.

EXPERIENCE

Service Delivery Manager | Cognizant | Chubb Insurance | WhiteHouse Station, NJ | November 2019 - Present

- Led a critical portfolio of six enterprise applications, ensuring high availability, performance optimization, and seamless integration of AI-driven enhancements. Leveraged Azure, Kubernetes, and IBM MQ to modernize infrastructure, improving system resilience and business continuity.
- Drove an Enterprise AI Ops transformation for 100+ applications, implementing AI-powered anomaly detection, unified ticketing, and intelligent alerting using ServiceNow, ScienceLogic, AppDynamics, and Elastic, resulting in a 28% boost in operational efficiency and proactive issue resolution.
- Automated the processing of ~700,000 emails per month by integrating AI-powered OCR and NLP into existing Java/.NET and DB2-based workflows, enabling real-time claim classification and fraud detection, reducing manual effort, and increasing accuracy.
- Oversaw \$15M in policy transactions, leveraging AI-driven predictive analytics and Informatica-based ETL workflows to identify risks, enhance fraud detection, and implement long-term system optimizations, ensuring compliance and operational resilience.
- Deployed CHIP OpenAI NLP automation, streamlining AI-powered virtual assistance and customer support, reducing ServiceNow ticket volumes by 20%, improving user experience, and driving operational cost savings.
- Applied AI-driven analytics for performance optimization, utilizing predictive modeling and Grafana/Elastic-powered observability to improve revenue forecasting, optimize Azure-based cloud resources, and enhance system scalability.
- Championed Site Reliability Engineering (SRE) adoption, integrating AI-powered self-healing, automated incident response, and ScienceLogic event-driven workflows, leading to a 35% improvement in system uptime and a 25% reduction in incident response times.

Technical Program Delivery Manager | Cognizant | Chubb Insurance | Philadelphia, PA | August 2017 - September 2019

- Led the successful implementation of IBM Data Cap for enterprise-wide Optical Character Recognition (OCR), processing 3 million documents in under a week. This initiative streamlined content ingestion workflows, enhanced automation, and significantly improved operational efficiency.
- Architected and deployed a scalable 'Migration Factory' framework using Azure Data Factory and Databricks, automating enterprise document and data migrations from Xyθος to IBM FileNet. This reusable solution enabled parallel migrations across multiple business units, reducing migration time and supporting future scalability.
- Drove Agile transformation as a Scrum Master, leading backlog prioritization, stakeholder collaboration, and backlog grooming sessions to ensure high product quality.
- Facilitated Agile ceremonies, including PI Planning and System Demos, to enhance cross-functional team alignment and accelerate value delivery.
- Developed and executed an enterprise-wide project management strategy, streamlining processes across three departments using JIRA. This initiative reduced project delivery time by 25%, improved interdepartmental collaboration, and enhanced overall program governance.

Technical Program Manager | Scrum Master | Cognizant | ACE Insurance | Philadelphia, PA | February 2011 - July 2017

- Led the strategic planning and execution of a large-scale ECM modernization initiative, transitioning a mission-critical legacy VB6 application to IBM FileNet with a modernized tech stack leveraging ExtJS, Java, and .NET.
- Successfully migrated 250 million documents, ensuring seamless business continuity and enhanced document management efficiency.
- Managed the full ECM migration lifecycle, overseeing system architecture design, data transformation strategies, development, testing, deployment, and organizational change management. Ensured alignment with business objectives, compliance requirements, and long-term scalability.
- Championed SAFe Agile adoption, driving Agile transformation by leading backlog prioritization, cross-functional stakeholder collaboration, and Agile ceremonies, including PI Planning, System Demos, and Inspect & Adapt sessions, fostering a culture of continuous delivery and iterative improvements.
- Directed a high-impact CRM integration program, leveraging FileNet and AI-driven automation to streamline enterprise-wide data accessibility.
- Successfully delivered the project two months ahead of schedule, increasing operational efficiency by 30% and significantly improving customer experience through workflow optimizations.

Technical Project Manager | Cognizant | ACE Insurance | Philadelphia, PA | October 2009 - January 2011

- Led the customization and integration of a mission-critical, end-of-life product supporting 15,000+ users, ensuring seamless functionality, minimal downtime, and enhanced user experience through strategic technical interventions.
- Developed and implemented both tactical and long-term stability solutions, reducing system availability issues by 15% year-over-year and improving overall platform resilience.
- Optimized deployment processes by introducing a structured monthly release cadence and implementing rigorous audit frameworks, leading to a 25% reduction in deployment errors and improved release predictability.
- Redesigned system architecture to enhance scalability and processing efficiency by 30% for ACE Insurance, leveraging modern cloud-native technologies and fostering cross-functional collaboration for streamlined operations.

Senior Technical Lead | Cognizant | Hartford, Japan | Tokyo, Japan | February 2008 - September 2009

Technical Lead | Cognizant | Ingenium COE | Chennai, India | April 2007 - January 2008

System Engineer | Cognizant | MetLife Insurance | Chennai, India | July 2005 - March 2007

EDUCATION

Master of Computer Science (MS) | Georgia Institute of Technology | Atlanta, Georgia | 2027

Master of Business Administration (MBA) | Great Lakes Institute of Management | Gurgaon, India | 2025

Advanced General Management Program (AMP) | Institute of Management & Technology | Ghaziabad, India | 2024

PG Certificate in AI/ML and Data Engineering | Indian Institute of Technology | Roorkee, India | 2024

Bachelors in Engineering, Mechanical Sandwich (BE) | PSG College of Technology | Coimbatore, India | 2005

CERTIFICATIONS

AWS Certified Solutions Architect - Associate | Amazon | 2025

Project Management Professional (PMP) | PMI | 2025

Certified SAFe® 6 Release Train Engineer | SAFe® | 2024

Product Manager Certificate | Product School | 2024

ITIL® v4 Certificate in IT Service Management | PeopleCert | 2024

Certified ScrumMaster® (CSM®) | Scrum Alliance | 2024

SKILLS

Technical Skills: Agile, SAFe, Waterfall methodologies, C#, Net, Java, Spring Boot, Angular, React, Python, Shell, HTML, CSS, JavaScript, Express.js, Azure, AWS, LLM, Machine Learning, MLOps, Numpy, OpenAI, PySpark, TensorFlow, ServiceNow, AppDynamics, Splunk, Grafana, ScienceLogic, Elasticsearch, Kibana, AutoSys, Power BI, Tableau, Microservices, REST, IBM DataStudio, IBM FileNet, Spring Boot, INFORMATICA ETL, Duck Creek, DevOps, Github, Jenkins, SoapUI, POSTMAN, JIRA, MS SQL Server, Azure SQL Database, DB2, PostgreSQL, Systems Engineering, Platform Engineering, Enterprise Architecture

Soft Skills: Leadership, strategic planning, cross-functional team management, problem-solving, Technical Program Management, Product Management, Operations Management, Service Delivery Management, Scrum, Agile, Budget Management, Scope, stakeholder management, conflict resolution, performance analysis, decision-making under pressure, mentoring, innovation management, CIO, CXO, Revenue Growth