Jotin Kumar Madugula

Pricing and Solutions

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Professional Summary

A seasoned professional with 21+ years of experience in the BPO/ITES industry, including 13 years of experience in US Healthcare Operations and 8+ years of experience in Pricing and Financial Strategy. As a Director in Pricing and Solutioning, I have hands-on experience in end-to-end RFX pricing, multi-geo cost modelling, and crafting impactful financial stories to drive multi-million-dollar deal closure.

Before my current role in Pricing and Solutioning, I have been leading the global delivery operations for US Healthcare BPO for over a decade, including scaling up the global delivery operations and managing multiple functions to drive excellence in the delivery of all SLAs/KPIs. Additionally, I have hands-on experience in driving technical innovations through RPA, automation, and process re-engineering, resulting in improved accuracy and efficiency.

Core Competencies

- Strategic Pricing & RFX Ownership
- Multi-Geo Cost Modelling
- Executive Financial Storytelling
- Price-to-Win Strategy
- US Healthcare Life Cycle Expertise
- Operations Leadership
- Process Re-engineering
- RPA and Automation
- MIS & Performance Analytics
- Global Stakeholder Governance

Professional Experience (Jun 2004 – Present)

Sutherland Global Services, Hyderabad

Oct 2018–Present

Pricing and Solutions – Director (prior Senior Manager)

- **Strategic Pricing Ownership:** Own end-to-end pricing for complex RFX/RFP opportunities across India, the US, Canada, the Philippines, Jamaica, Colombia, Mexico, and other global locations.

- **Healthcare Lifecycle Expertise:** Apply a deep understanding of the US Healthcare end-to-end life cycle to design compliant and competitive financial solutions.

- **Financial Modelling:** Design and validate pricing models, including Cost-Plus, Outcome-Based, Transactional, T&M, TCO, and Revenue Share aligned to margin and growth targets.

- **Price-to-Win Strategy:** Build competitive benchmarks and analyse cost drivers and financial risks to secure new logo pursuits and expansions.

- **Innovation & Technical Adaptability:** Drive innovation by providing strategic inputs for building AI-enhanced internal tools that improve team efficiency and adapt to evolving technological needs.

- **Process Automation:** Lead automation initiatives using Excel VBA and RPA principles to reduce turnaround time and improve data consistency.

Apr 2013–Sep 2018	**Operations Leadership – Deputy Manager / Manager**

- ○ **Operations Leadership:** Led end-to-end healthcare operations for Credentialing, Claims Administration, and Benefits processes—covering the full US Healthcare life cycle—managing 200+ FTEs.
- ○ **Scale & Efficiency:** Demonstrated a proven ability to scale large-scale operations across complex global delivery centres while maintaining peak efficiency and meeting contractual targets.
- ○ **Performance & Automation:** Owned SLA, KPI, and quality metrics while integrating automation and continuous improvement initiatives to optimise productivity.
- ○ **People Management:** Successfully mentored and promoted high-potential team members into expanded leadership roles, strengthening the internal talent pipeline.
- ○ **Capacity Planning:** Drove resource planning and staffing strategies aligned to volume forecasts and peak cycles.
- ○ **Stakeholder Management:** Maintained strong client relationships through structured governance and performance reviews.

Apr 2010–Mar 2013	**Operations – Team Manager / Associate Manager**

- ○ **Multi-Layer Management:** Managed healthcare operations teams with full accountability for delivery, quality, and strict SLA adherence.
- ○ **Healthcare Lifecycle Management:** Directed teams through various stages of the US Healthcare backend life cycle, ensuring high accuracy in data-sensitive environments.
- ○ **Client Governance:** Led performance tracking and regular governance calls, serving as the primary point of contact for client communication.
- ○ **Continuous Improvement:** Drove process-wide training initiatives and productivity enhancement programs to optimise backend workflows.

Jun 2004–Mar 2010	**Entry-Level – Associate / MIS / SME**

- ○ **MIS & Analytics:** Developed automated dashboards and performance metrics to support operations leadership with real-time data.
- ○ **Workflow Optimisation:** Progressed through various roles by identifying bottlenecks in data validation and backend research processes within the healthcare domain.
- ○ **Supervision:** Managed small teams to ensure daily SLA adherence while providing analytical support to senior management.

Skills & Self-Directed Learning

Self-Taught Technical Knowledge	Advanced Excel & VBA | RPA & Workflow Automation | Python | Node.js (React, Next.js, TypeScript)
Personal Interests	Continuously developing expertise in AI, Machine Learning, and Full Stack Development while exploring new frameworks and tools to stay updated on technology and digital transformation trends.

Education

2010	**Bachelor of Computer Applications (BCA)**, *Dr. CV Raman University*, Chhattisgarh
1998	**Higher Secondary Education (Commerce)**, *Kabi Samrat Upendra Bhanja College*, Bhanjanagar, Odisha
1993	**Board of Secondary Education (10th)**, *Sribatsa High School*, Bhanjanagar, Odisha

Languages

Professional	English, Odia
Limited	Hindi, Telugu