Dinil Kumar D K

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5+ years of experience in healthcare SaaS applications - configuring modules, investigating cases caused by user or technical bugs, and enhancing product capabilities. Formerly a Configuration Consultant at Rayden Interactive, a Phreesia partner, where I led collaborative teams and ensured exceptional client support. Experienced in IT roles spanning IT Engineer, Video Editor, Photographer, Website Content Manager, Admissions Counsellor, and SPOC for digital media and web applications.

WORK EXPERIENCE

Phreesia India Pvt. Ltd.
Configuration Consultant

04/2024 - 12/2024

- Executed complex configuration tasks, ensuring optimal performance and customization of the SaaS platform to meet diverse client requirements
- Investigated and resolved high-level technical issues and user-reported bugs, utilizing advanced troubleshooting methodologies to provide swift and effective solutions
- Collaborated with clients and the account management team to coordinate go-live dates for configuration updates, ensuring seamless transitions and minimal disruption
- Employed specialized tools and checklists to meticulously evaluate and implement configuration modifications, maintaining the highest quality standards
- Maintained comprehensive records of all client requests and configuration changes, ensuring transparency and accountability
- Worked closely with the product specialist team to refine and enhance product capabilities, ensuring configurations met client expectations and improved overall product functionality
- Managed and prioritized a high volume of configuration requests from various channels, ensuring timely and accurate responses to meet SLAs and client expectations
- Identified opportunities for process enhancements and contributed to the development of best practices in configuration management

Rayden Interactive
Configuration Consultant

06/2019 - 03/2024

- Configured modules based on client requirements, ensuring seamless integration and functionality within the SaaS platform
- Investigated and resolved technical issues and user-reported bugs, providing prompt and effective solutions
- Coordinated go-live dates for configuration updates, collaborating with clients and the account management team to ensure smooth transitions
- Utilized specialized tools and checklists to evaluate and implement configuration modifications accurately
- Documented comprehensive information on all client requests, maintaining clear and detailed records
- Collaborated with the product specialist team to uphold high-quality standards for every configuration request
- Managed and prioritized multiple configuration requests through various channels, including telephone, email, and the client portal, ensuring timely and accurate responses

Senior Analyst, Configuration - Product Support

- Managed multiple demands in a fast-paced and dynamic environment
- Acted as both the Subject Matter Expert and product Super User for the existing client base
- Ensured exceptional client experiences throughout the support process by addressing and resolving their needs promptly and efficiently
- Engaged with the team routinely to share information on product performance and feature enhancements
- Utilized specialized tools and checklists to accurately evaluate and implement configuration modifications as per client requests
- Documented and collected comprehensive information on all aspects of client requests to maintain clear and detailed records
- Proactively engaged clients to support and drive adoption and usage of specific products and features within the Phreesia solution, ensuring maximum business benefits for the client

Analyst, Configuration - Product Support

- Managed inbound client requests via email and Salesforce queue management
- Troubleshot issues using required tools and checklist resources to properly understand and resolve reported issues
- Collaborated within teams, including CS, Account Management, Product Management, and Sales to address client issues
- Effectively documented and gathered information about all reported issues and escalated through Phreesia ticketing software
- Shadowed team members and reviewed work to provide feedback and improve performance
- Conducted implementation tasks including application build and application testing

Sri Balaji University, Pune   07/2014 - 10/2018
Technical Assistant

IT Engineer

EDUCATION

Master of Business Administration (MBA) in Information Technology
Savitribai Phule Pune University (SPPU)   Pune
Bachelor of Science (BSc) in Computer Science
Savitribai Phule Pune University (SPPU)

CERTIFICATIONS

Product Management 101/Fundamentals
GrowthSchool
Generative AI Mastermind
Outskill
Become a Product Manager
Udemy
ITIL v4 Foundation
Simplilearn

SKILLS

- Client Support, Configuration Management, Cross-Functional Collaboration, Customer Experience, Data Analysis, Documentation, Effective Communication, Healthcare SaaS Expertise, Microsoft Office Suite, Process Improvement, Project Coordination, Quality Assurance, SQL Debugging, Technical Troubleshooting, Time Management

- **Tools & Technologies:** AdvancedMD, Akamai Admin Portal, AthenaHealth, Atlassian Confluence, eMDs, EMRs, GE CPS, Greenway, HL7 FHIR, JIRA, Nextgen, OKTA, Oracle Cerner, QLIK, Salesforce, SOTI, Unlimited Systems, Veradigm, Zendesk