Mahammad Rafi

+1 505-289-7395 | Seattle, WA | mrafi@uw.edu

https://github.com/MahammadRafi06 | linkedin.com/in/MahamadRafi

Product Manager

Professional Summary

- Over 7 years of experience in Healthcare Product Management and Business Systems Analysis
- Proven ability to collaborate with client's cross-functional teams, vendors to lead successful projects
- Strong foundations in healthcare, regulatory frameworks, care delivery models and claims processing
- Demonstrate proficiency in Python, SQL, Git/GitHub, Unix, and Cloud Services (Azure/GCP)
- Adept at analyzing data sources, formats, quality, and proficient in creating detailed documentation, including data hub designs, architecture, processes, and best practices

Work Experience

Product Owner | CitiusTech | New Jersey, United States   **May 2017- Sep 2024**

- Build and maintain strong relationships with client stakeholders, advising business owners on process changes, project goals, and product roadmaps
- Meet the customer teams to understand their IT ecosystems and develop a high-level integration plan with workflows, system connections, user access, and external feeds for CitiusTech platforms
- Collaborate with client teams to discuss requirements, Statements of Work (SOWs), key deliverables, timelines, milestones, resource planning, and secure necessary signoffs
- Engage with business owners, users and partner teams to discuss product customization requests, release plans, and implement effective solutions
- Conduct requirements gathering sessions, client demos, focused group interviews, and working sessions, UX reviews to finalize project specifications
- Establish the overall high level project delivery plan, including deadlines and milestones, feature releases, go-lives to ensure clear direction from the outset
- Coordinate all pre-implementation activities and ensure effective information distribution to relevant teams, including integrations, F&I forms, product managers and PSMs
- Set out a RACI matrix for projects to clarify roles and responsibilities, expectation from client business owners to ensure on-time delivery of key artifacts
- Coordinate with (on behalf of client) regulatory entities such as state Medicaid agencies, CMS and NCQA for clarifications on the guidelines and submission requirements
- Lead and manage a team of software developers and UX designers, collaborating with HealthEdge, QA, business analysts, and other teams throughout the delivery of the project
- Work closely with technical teams to translate business objectives and priorities into technical solutions that meet project requirements
- Conduct daily scrum calls, assign tasks, resolve dependencies, approvals and oversee sprint planning and grooming meetings to maintain project momentum
- Develop and manage the project tracking system along with Jira to monitor progress against deadlines, and present regular updates to clients
- Facilitate communication checkpoints throughout implementation to ensure alignment between client stakeholders, vendors, partners and internal teams

- Monitor the completion of critical implementation signoffs such as BRDs, UX designs, data specifications and other deliverables from key client personnel
- Assess project risks, make necessary adjustments to the project plan, and minimize any impact on go-live timing and contingency needs
- Ensure all deliverables meet end-user expectations and satisfaction before transitioning to account management and support teams
- Lead projects to successful completion based on predetermined functional, non-functional success criteria and plan for enhancements and design or feature overhaul
- Conduct feature launch sessions for client users and provide domain training for in-house implementation teams preparing for new contracts or assignments
- Update project checklist items and refine the implementation runbook to enhance efficiency and quality for future implementations
- Create case studies, post-implementation review documents, and archive all project artifacts.
- Develop policies governing the frequency, performance, and control of data exchange between CitiusTech systems and the client's IT ecosystem, including integrations with vendor tools and in-house products

Assistant Engineer | E-Systems Techno | Hyderabad, India   **Jun 2013- Jan 2015**
- Executed 1st phase feasibility studies on the requirements & estimated the implementation times
- Analyzed bid documents and prepared process flow diagrams with schedules and conflicts
- Developed PLC SCADA systems with Human Machine Interfaces and PLC Controlled Systems
- Prepared logical diagrams, PLC programs, test cases, mimic screens and Input/output summaries

Certifications

- Microsoft Certified: Azure AI Engineer Associate   Oct 2024-Oct 2025
- University of Toronto: Machine Learning Engineer   Aug 2024

Education

MSIM (Artificial Intelligence), **University of Washington, Seattle**   Sep 2024 - Aug 2025
Master of Management (IT), **IIT Bombay**│ **India**   Jun 2015 – Apr 2017

Technical Skill Set

Programing Language: Python | LLM applications: OpenAI, HuggingFace, Ollama, Groq and Gemini models **|** Frameworks/Platforms: LangChain, Azure ML Studio, Azure AI Studio
MLOps: *mlflow*, flyte |Application Development: Flask, Django | Tools & Applications: Git / GitHub, SQL, Unix Shell, Azure Databricks | Data Management & Reporting: Collibra, SAP Business Objects |Healthcare & Soft Skills: HIPAA, EDI standards, HL7, CCDA/CDA

AI/ML Projects

- LLMs to Decrypt Drug Reactions: Developed a comprehensive tool to analyze and uncover the relationship between the structural properties of compounds and their reactions in humans
- Exploring Structural Properties and Human Reactions using cutting-edge LLMs: A RAG application using GPT-4 to analyze drug adverse reactions by leveraging various data processing, extraction, and machine learning tools
- Healthcare Claims Fraud Detection: Built an unsupervised learning model to identify anomalous healthcare claims, empowering insurance SIUs to detect and investigate fraud more efficiently
- Boost Patient Experience with Custom Wellness Plans: Developed a clustering model to segment members, enabling the design of personalized wellness journeys that enhance patient satisfaction and engagement