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Jaspreet Kaur Nauhwar

Summary

Experienced Sr.Technical Support Consultant with over 8.7 years of experience in US Healthcare IT domain. Excellent reputation for resolving problems and improving customer satisfaction. My expertise is in handling client escalations and critical issues in ePrescribing, patient safety and compliance domains. Experience in handling provider, patient and immunization interface data.Versatile Technical Support Representative skilled at offering clients easy-to-understand guidance and actionable advice. Experience in change management and incident management in Service Now. Positively impacts all customer interactions and engineering efforts for supported products. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Experience

SR.TECHNICAL CONSULTANT 06/2022 - Current
Alter Digital Health, Pune, IN
• Gathering knowledge about health system policies, procedures & operations, and gaining expertise on US healthcare standards for Touchworks product.
• Optimizing processes related to quality, safety, regulatory requirements, and content development lifecycle for clinical EHR application.
• Interacting with clients to understand their requirements before performing troubleshoot for applications & data.
• Collaborating with business analysts & development team to resolve critical client issues.
• Preparing knowledge-based articles & manuals to help resolve recurring issues.
• Establishing communication between clients & third party vendors like Surescripts, Verizon & ID to resolve client issues.
• Identifying process gaps, and providing solutions to improve the customer's quality of service.
• Configured Immunization HL7 , Provider and EPCS set up for clients.
• Working on patient insurance and eligibility data with third party vendors.
• Troubleshooting issues with HL7.

Technical Support Consultant
• Resolved technical issues of systems & applications, and provided IT support to customers & end-users.
• Researched on product & issue resolution tactics, and addressed customer concerns
• Identified issues, and assisted in restoring service & functionality.
• Delivered necessary data & information, functional specification & technical documentation.

Associate Technical Support Consultant
• Fixed issues, supported solution deployments, updated client environments, and implemented best practices & delivery standards.
• Coordinated with client's technical teams & business users, and assisted in the entire software development life cycle.

Intern
• Assisted in projects reviewed information, and provided support in daily objectives.
• Identified client concerns, and assisted in proposing technical information to the clients.

Certifications

ITIL Foundation 4:
The ITIL (Information Technology Infrastructure Library) Foundation Level is a starting point for understanding IT service management (ITSM) and how it aligns with business needs.

PSPO I:
The Professional Scrum Product Owner I (PSPO I) certification is offered by Scrum.org and focuses on validating your understanding of the Scrum framework from a Product Owner's perspective. It emphasizes the principles and practices necessary for a Product Owner to manage a product backlog, maximize value, and ensure that the Scrum team delivers high-quality, valuable outcomes.

SCRUM MASTER:
Becoming a Scrum Master involves mastering both the theory and practical application of Scrum to guide teams and organizations in using Scrum effectively.

Product Management:
Product management is a multidisciplinary role that focuses on developing, launching, and optimizing products to meet customer needs and drive business success. A product manager is responsible for the entire lifecycle of a product, from ideation to delivery and beyond.

Projects

- **Provider Enrollment :**
Setting providers for electronic prescribing of medications. Moving providers from a different software vendor to Altera.
- **Configuration of certificates on servers:**
Uploading and configuring certificates ,files and thumbprints on servers.
- **Immunization Set up in the hub and application:**
Setting up test interface in the test application and hub for exchange of HL7 messages between EHR and registry system
- **Increasing Instagram users in New York: (Product Management)**
Research Instagram and analyze how you would improve Instagram stories. Then, ensure that Instagram stories improve so that more people eventually use and retain the platform

Skills

- Microsoft Office Suite
- EHR Application and US Healthcare
- CRM tools (Salesforce,Service Now)
- Agile frameworks and Scrum methodology
- Analytical and Critical Thinking
- HL7
- SQL
- Customer Relationship Management
- Product Marketing and Customer Training
- User stories ,UAT
- GAP Analysis
- Team Management and Mentoring
- Healthcare IT tools
- Clinical Applications

Education

Bachelor of Engineering, Computer Science Engineering, 08/2016
University of Pune, Pune, MH

Diploma, Computer Science Engineering, 06/2013
Maharashtra State Board, Pune, MH

Secondary School Certificate, 06/2009
Maharashtra State Board, Pune, MH