Cell: +1 669-732-1652 **Barkha Mandhana** E-mail: barkhamandhana@gmail.com

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Results-driven Implementation Specialist with 4+ years of experience in insurance technology, employee benefits administration, and SaaS product implementation. Skilled in client onboarding, benefits platform setup, payroll/HRIS integration, and open enrollment support. Adept at gathering requirements, configuring enterprise solutions, conducting workflow analysis, and delivering user training that improves adoption and client satisfaction. Proven ability to translate complex requirements into actionable solutions, streamline compliance, and collaborate with cross-functional teams to deliver measurable business outcomes.

EDUCATION:

MA in Interaction & User Experience	Academy of Art University, San Francisco	2022-2024
Master of Business Administration	ICFAI Business School of Hyderabad, India	2017-2019

WORK EXPERIENCE:

Software Implementation Consultant at Exigyn, San Francisco, USA (June 2024 - June 2025)
- Partnered with 10+ clients to configure clinical forecasting tools by gathering requirements, mapping workflows, and integrating data, reducing onboarding setup time by 20%.
- Delivered end-user training sessions and release documentation, increasing system adoption by 30% within the first 90 days.
- Conducted workflow and data analysis to identify process gaps and recommend enhancements, improving forecasting accuracy.
- Supported product releases and validated results, ensuring 100% compliance with client specifications and regulatory standards.

Software Implementation Consultant at Sapiens, Bangalore, India (March 2019 – April 2022)
- Led client onboarding workshops to configure and deploy policy and claims modules, improving regulatory compliance readiness by 25%.
- Designed and maintained Power BI dashboards to monitor underwriting, claims, and operational performance, enabling leadership to make data-driven compliance decisions within 48 hours.
- Facilitated open enrollment and benefits system setup with insurance clients, streamlining payroll/HRIS integration and ensuring timely renewals.
- Conducted UAT sessions with underwriters and adjusters, driving 15% faster claims processing and improved user satisfaction.
- Collaborated with UI/UX teams to refine claims-related interfaces, reducing navigation time by 10% while meeting accessibility standards.
- Drafted and reviewed policy forms, coverage documentation, and compliance-driven onboarding materials for clients.

TOOLS/SKILLS:

- **Insurance & Compliance**: Insurance Tech, Claims Systems, Regulatory/Compliance Reviews, Enterprise SaaS
- **Productivity & Analysis**: Microsoft Office Suite (Excel, Word, Outlook, PowerPoint), Power BI, Adobe Acrobat Pro
- **Design & Documentation**: Figma, Adobe XD, Illustrator, Sketch, Wireframing, Task Flow Diagrams, Coverage Comparison Tables
- **User Research & Testing**: Usability Testing, UAT, Affinity Mapping, Journey Mapping, Surveys
- **Methodologies**: Design Thinking, Lean UX, Human-Centered Design, Agile Scrum
- **Project Management & Collaboration**: Jira, Confluence, Notion, Slack, Google Workspace
  Dev Collaboration: HTML/CSS (basic), GitHub, Design-to-Dev Handoff