WALI AHMAD

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Career Objective:

To work in a dynamic/established organization in IT related role (Project manager, EHR Consultant, solution architect, Product Owner, Product manager) or functional/technical consultant, Business Analyst, development, or operations. Preferably working in IT or Healthcare chain industry, but open to other industry, challenge and opportunities.

Work Summary:

A Certified Scrum Product Owner CSPO® professional with **13 years'** experience, specializing in product management, Scrum, and Agile methodologies. A strong history of partnering with cross-functional teams to develop user stories and drive new feature development for software solutions.

Defining and actualizing the product vision of the organization. directing end-to-end product development lifecycle. coordinating with internal/external stakeholders to determine the demand for a specific product.

Employment History:

1) Team Lead – Product Management, eClinicalworks India Pvt Ltd

June 2017 – Present, Ahmedabad(Gujrat), India

eClinicalWorks is a privately held leader in healthcare IT, providing comprehensive Electronic Health Record (EHR) and Practice Management (PM) solutions.

As a Team Lead (Mentor – Product Analyst), my core activities include:

➢ Ideating and finalizing product requirements.

➢ Creating product roadmaps.

➢ Leading Product Analyst and the product team.

➢ Gathers customer feedback from clients, and in-house product testing teams to further improve the product.

➢ Defining project scope, goals and deliverables to ensure consistency with company strategy and commitments.

➢ Take responsibility for the development of ongoing enhancements, create and prioritize user stores with the agile teams.

➢ Creation and prioritization of Product Backlog, designing user stories and Features, wireframes and facilitating scrum ceremonies.

- ➢ Requirement Gathering & Documentation, Requirement Analysis and Problem Solving Skills, Requirement Management.

- ➢ Expertise in Agile Project Management tool JIRA which help to track, organize and prioritize issues, bugs, features and tasks related to software and mobile apps.

- ➢ Extensive knowledge of designing business and functional requirements and transforming them to system requirements in agile methodologies.

- ➢ Managing and describing the Product Backlog that includes the epics, features, and user stories.

- ➢ Working closely with developers, tester and scrum master in a scrum team.

- ➢ Updating the Product Backlog regularly for the team meetings.

- ➢ Manage the direction and objectives of technical development team and services team in an Agile environment.

- ➢ Facilitating the daily Scrum and Sprint initiatives.

- ➢ Communicating between team members about evolving requirements and planning.

- ➢ Coaching team members on delivering results.

- ➢ Handling administrative tasks such as conducting meetings, facilitating collaboration, and eliminating hurdles affecting project progress.

- ➢ Identifying new product opportunities based on in-depth market research.

- ➢ Assists in testing, troubleshooting, and problem-solving.

- ➢ Completing the customer's needs and satisfying them.

- ➢ Showcase the developed new features to client and internal team.

Project Handled:

HMIS (Hospital Management Information System): Hospital management information system is a computerized system that help in managing clinical, financial, laboratory, Inpatient, outpatient, pharmaceutical, etc. operations in a hospital.

QMS (Queue Management System): A queue management software allows for real-time queue status information. This helps patients know where they stand in the queue and when their turn will come.

It helps staff better manage queues for services such as laboratory and radiology services. You can reduce the waiting time of both OPD and IPD patients and reduce their anxiety.

Advertisement Portal: Advertisement portal is an online advertising program. Through this portal an advertiser can create Ad campaign to reach people exactly when they interested in the products and services that they offer.

2) Implementation Lead, Akhil Systems Pvt. Ltd.

June 2011 – May 2017, New Delhi

Akhil Systems Pvt. Ltd. (ASPL) is the leading provider of innovative health information systems and services that transform the administrative and clinical operations of healthcare organizations.

As an Implementation Lead, my core activities include:

- ➢ Implementation of Hospital Management System (HIS) in hospitals.
- ➢ Develops, and monitors project implementation plan in accordance with contract agreement to meet customer expectation.
- ➢ Prepares internal Statement of Work (SOW) and project timeline in accordance with technical, production and customer requirements.
- ➢ Conducts kick-off meetings with every new client to review expectations and to create a written project implementation plan with milestones and deliverables.
- ➢ Coordinates all aspects of project implementation, working closely with the client and internal project team.
- ➢ Organizes, convenes and documents regular client and internal project team meetings throughout implementation and post go-live to present and review project activities, establish deadlines and keep project on track.
- ➢ Communicates project status and disseminates project information to client and internal project team on a regular basis.
- ➢ Coordinating with Doctors for EMR implementation and understand their suggestion related the templates for OPD and IPD as well Existing System Study.
- ➢ Providing Demo to the users for an effective GAP Analysis.
- ➢ Organizing training sessions for the users/HOD for the understanding of their respective workflows.
- ➢ Requirement gathering and analysis.
- ➢ Involved in converting the business requirements into Functional Requirements Document (FRD) and also created business process models from the requirement specifications.
- ➢ Managed daily aspects of the project including, process definition, goal documentation, facilitating meetings, gathering business requirements, issue management, user acceptance testing, vendor management and project team deliverables.
- ➢ Preparation of Master database according to the requirement of client.
- ➢ Coordinating with Development team for changes in front-end.
- ➢ Worked extensively with client requirements to generate customized SQL reports.
- ➢ Preparation of SSRS reports if required.
- ➢ Reviewed technical specifications to develop test plans, test objectives and test cases.
- ➢ Verifying the changes through Application Testing, DB Testing.
- ➢ Involved in UAT process before rolling out to production.
- ➢ Preparation of technical& functional design by creating workflow in the hospital.
- ➢ Completing various setup, configuration, and activation tasks.
- ➢ Managing and personally delivering the services required to meet implementation goals at a high level of quality.
- ➢ Provides products and features training to all internals departments.
- ➢ Other duties as assigned.
- ➢ To implement the HIS functionalities from following modules, such as:
  - • Outpatient Management (OPD)
  - • Electronic Heath Record (EMR/EHR)
  - • Emergency Module

- Inventory Management System (Pharmacy and Stores)
- Inventory Material Module (Supply Chain Management)
- Insurance Management
- E-Claims Management
- E-Prescription Management
- Inpatient Management (ATD)
- Phlebotomy Module
- Lab Information system
- Radiology Information System
- Ward Management Module
- Nursing Workbench
- Operation Theatre Module
- Blood Bank Module
- Dietary Management Module
- Doctor Accounting/Payout Module
- Equipment/Bio-Medical Management
- CSSD Module
- Linen & Laundry Module

Project Handled: International Projects

- HIS and EMR Implementation in AL-Rafa Hospital for Maternity and Surgery (ASTER & DM Group), Dubai (U.A.E.)
    - **Location :** Office
    - **Duration :** Aug13-Jan14
    - **Responsibility: HIS Implementation, EMR Implementation, SCM Implementation, Training, UAT, Interfacing Coordinator with Oracle, GAP Study, Clinical doc creation.**
    - **Additional Responsibility :** Report Development with SSRS
- HIS and EMR Implementation in **Lagoon Hospitals Lagos, Nigeria.**
    - **Location :** Client Side(Nigeria)
    - **Duration:** Aug2015- Oct2015.
    - **Responsibility: HIS Implementation, EMR Implementation, Existing System Study, GAP Study, Product Demonstration to Management, Requirement Gathering, Training to Users and HOD, Documentation, Clinical doc creation.**
    - **Additional Responsibility :** Report Development with SSRS

- EMR Implementation in **Al Kindi Specialised Hospital, Bahrain.**
    - **Location :** Office
    - **Duration:** Mar2016- May2016.
    - **Responsibility: EMR Implementation, Existing System Study, GAP Study, Product Demonstration to Management, Requirement Gathering, Training to Users and HOD, Documentation, Clinical doc creation.**
    - **Additional Responsibility :** Report Development with SSRS

Project handled: Domestic Projects

- HIS and EMR Implementation in Aster Medcity Hospital (ASTER & DM Group), Kochi,Kerala (India)
    - **Location :** Client Side
    - **Duration :** Feb14-Jan15
    - **Responsibility: HIS Implementation, EMR Implementation, SCM Implementation, Training, UAT, Interfacing Coordinator with Oracle, PACS, ICCA, GAP Study, Clinical doc creation.**

- **Additional Responsibility :** Report Development with SSRS
➢ HIS and EMR Implementation in Aster CMI Hospital (ASTER & DM Group), Banglore (India)
  - **Location :** Client Side
  - **Duration :** Jan15-April15
  - **Responsibility: HIS Implementation, EMR Implementation, SCM Implementation, Training, UAT, Interfacing Coordinator with Oracle, PACS, ICCA, GAP Study, Clinical doc creation.**
  - **Additional Responsibility :** Report Development with SSRS
➢ HIS and EMR Implementation in Believers Church Medical College Hospital, Kerala (India)
  - **Location :** Office
  - **Duration :** Dec15-Feb16
  - **Responsibility: HIS Implementation, EMR Implementation, Training, UAT, GAP Study, FRD discussion, Clinical doc creation.**
  - **Additional Responsibility :** Report Development with SSRS
➢ HIS Implementation at **Paras Groups of Hospital**(Gurgaon, Patna)

➢ HIS Implementation at **Saket City Hospital** (Saket,New Delhi)

➢ HIS Implementation at **BLK Hospital** (New Delhi)

➢ HIS Implementation at **Batra Hospital& Medical Research Center** (New Delhi)

➢ HIS Implementation at **Alchemist Groups of Hospital**(Panchkula,Gurgaon)

➢ HIS Implementation at **Yashoda Super Speciality Hospital(**Kaushambi, Ghaziabad)

➢ HIS Implementation at **Cocoon Hospital** (Jaipur, Rajasthan)

3) Software Engineer, Source One Management Services Pvt Ltd.

September 2010 - May 2011, New Delhi

Source One Management Services Pvt Ltd is a Software publishing, consultancy and supply [Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, business & other applications software.

As a Software Engineer, my core activities include:

➢ Module development

➢ Testing,

➢ Client/User support.

Certification & Award

➢ Certified Scrum Product Owner (CSPO) from Scrum Alliance in 2017.

➢ Certificate of Appreciation for best HIS & EMR Implementation by Pun Hlaing Siloam Hospital, Yangon, Myanmar (Burma), 2017

➢ Pillar Award – In honor of 5-years of dedicated service and commitment to excellence by eClinicalworks India Pvt Ltd, 2022

➢ Best Employee of the year by Akhil System Pvt Ltd, 2016

Educational Qualification:

➢ **M.C.A 2009 batch pass out from Indira Gandhi National Open University with 64% marks.**
➢ B.C.A 2007 batch pass out from Indira Gandhi National Open University with 62% marks.
➢ Completed 10+2 in 2003 from B.I.E.C., Patna with 70% marks.
➢ Completed 10th in 2001 from B.S.E.B., Patna with 65% marks.

Technical Skills:

Database: Microsoft SQL Server, Oracle, MS Access.

Programming Language: C#, C, C++, Visual Basic 6.0, Core Java, ADO.Net.

Technologies: ASP.Net, VB.Net.

Operating System: Windows Server 2003/2008,Window XP, Window 8,Window 10.

Others: Microsoft Office suites, HTML, knowledge of hardware such as Bar Codes and Scanners

Personal Information

Father's Name   :   Abdulquadir Khan

Date of Birth   :   24th November 1986

Sex   :   Male

Marital Status   :   Married

Nationality   :   Indian

Passport No.   :   V5118440

Language known   :   English, Hindi, & Urdu (Written and Spoken)

Hobbies   :   Listening Music & Cricket

I do hereby declare that the above mention details are true and best of my knowledge.

Date   :

Place   :   **(Wali Ahmad)**