**Bhavin Shah**

**Sr. Product Manager Director**

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**Accomplishments:**

* **Over 15+ years** of Progressive experience in **Product Manager, program and project** management including planning, strategy and operations
* Able to lead and motivate large global team, creating strategic planning for engineering products, business process improvement, performance measurement
* Certified Scrum Master (**CSM**) and Product Owner trained in agile (**CSPO**)

**Business and Technical Skills:**

* **Business Skills**: 4P, RFX, ROI, NPV, RFI SWOT analysis, BIT Management, value proposition, product roadmap, marketing
* **Software**: IBM WebSphere, VMware, Microsoft AD, LDAP, Visio, SAS, SharePoint,
* **Process**: Agile, scrum master, Kanban, Waterfall, SDLC, CCB, UAT

**PROFESSIONAL EXPERIENCE**

**Sr. Product Manager Director March 2022- Till date**

**Integra Partners, NJ**

* Manage team planning, execution and deployment for **Medicare and Medicaid Healthcare insurance claims application**
* Create detailed plan for **development road map,** including gathering requirements, creating user stories, and team sprint ceremonies for the provider and payers applications
* Help teams implement software update and integrated with salesforce application
* Project scheduling for new enhancements **for API integration** for claims processing, budgeting and production release plan
* Experience in JIRA, Confluence and other Agile Proficient in Agile methodologies
* **Enhanced CRM** application and **SalesForce** billing and supply chain Management customers feedback
* Work closely with SRE and Development team for deployment plan, cloud implementation
* Manage claims healthcare sales request changes, customer requirements integration with existing product and new features

**Sr. Product Manager, Project Manager Feb 2021 – March 22**

**Nova Signal, LA-CA**

* Manage team of customer success and product manager for cloud implementation solution
* Create a roadmap for portal implement, testing, go-live for health care app in **cerebral blood flow**
* Accountable for the **data analysis, design, documentation, data mapping, set-up transfer protocols, and testing/validation**
* **Product management** **for ML project** to implement in various patients data algorithm to find possible cause for brain cell damage
* Support client participation in **VOC like CSAT** review for feedback and improvement plan
* Integration **EMR/EHR** solution with **EPIC and HL7** with customer requirements
* Create projection mapping for customer adoption, engage customer deployment, incorporate feedback for next release improvements, report to **CIO**

**Sr. Agile Product Owner- Manager Feb 2018 – Feb 2021**

**Red Hat, Raleigh, NC**

* Manage analytics program, own and lead global analytics team that helps many Red Hat products, sales, marketing, finance and engineering teams for their decision making metrics
* Work with **product managers** to gather requirements for analytics software development process for data scientist to **use business intelligent**
* Process improvements by implementing new process, agile workflow and coaching team
* Wear multiple hat as an **agile coach and scrum master** for various teams to transform into agile tool with **JIRA**
* Lead communication and action around technical risks, mitigation strategies, expectations, priorities and schedules for programs and **roadmaps.**
* Manage team of **Business intelligent** team to deploy solution that solves business units problem
* With extensive agile knowledge and coaching experience lead over **40 dashboards** to migrate from **SAS VA to Tableau** with **500+ users** and its access control
* Create product **roadmap**, **feature enhancements** and make sure data quality can be trusted

**Sr. Director of Agile coach/Product Management Consultant July 2015 – Dec 2017**

**Lenovo, Durham, NC**

* Responsible for **scrum facilitation**, guiding teams through sprints, retrospectives, point estimations
* Work with release manager with **release train (RTE)** and **deploy CI/CD method**
* Coach team of various IT engineering team for using **AGILE** framework and its principle, adaption of various agile methods like **scrum**, **Kanban, or SAFe** process base on project need
* Use of tools like **JIRA**, confluence and **Fisheye** for engineering team for risk mitigation; creating project plans; timelines; impact assessments and milestones, creating features, epics, stories
* Plan, manage, and coordinate various team members activities for supply chain, product planning with front end application, an integration between **PLM and ALM**
* Coach, Monitor and manage core program with agile approach executive management reporting, and gap analysis
* Coordinated more than 30 members worldwide teams for global deployment process

**Sr. Product Manager, AVP, Sept 2013 – July 2015**

**Deutsche Bank, Cary, NC**

* Responsible for development and implementation for **financial software** with agile approach
* Manage projects closures at project and program level making sure all documents are approved **from stakeholders** including budget
* Develop detailed work plans, schedules, project estimates, resource plans, and status reports using
* Use **CA clarity** tool for project tracking and analysis, present status report to upper management
* Worked with agile development team for **Global prime finance application**
* Managed scrum teams in Risk and equities projects, upstream and downstream data flow
* Responsible for project managing projects using **PPM tool** like clarity to **manage budget, risks** and issues of projects for complex and integrated products

**Agile Project Manager and Scrum master, Aug 2008 - Aug 2013**

**IBM, Durham, NC**

* Market research analysis for new Product requirements and understand market share and analysis of current customer segment, new product conception**, scoping, and strategic planning**
* Defined the value proposition and go to market strategy **PLM tool** to reach targeted customers, utilize software royalty management **(SRM)** in large enterprise
* Get consensus from stakeholders for new implementations, create product strategy and road map to make product more marketable
* **Using product roadmap, market definition, product portfolio, focus** on new market
* Implemented **SCRUM** method and product tracking from various 360 degree customer validation

**Application Performance Engineer, Sept 2002** – **Aug 2008**

**IBM, Durham, NC**

* Managed multiple complex **(ALM)** applications using **agile process**, incorporate external customer requirements, and link requirements into products future development
* Lead multiple teams for automation and performance engineering teams to improve efficiency
* Performance measurement for **front end web applications** and recommended improvements for **jazz enterprise** suite applications
* Worked closely with development and test team to create user acceptance **test plan** and increased product quality by 25%
* Collaboratively worked with different stakeholders and liaison between development, **QA, UAT, performance, marketing, support and technical sales**

**EDUCATION**

* MBA – Technology Management with corporate strategy, North Carolina State University – Jenkins Graduate School of Management, NC – Dec 2013
* B.S in Computer and Electrical Engineering, Cum Laude, North Carolina State University