## 

## **RESUME**

## **NILESH ANILKUMAR SHAH, CSM®**

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Ahmedabad: 380057 **Email:-**[shahnilesh130883@gmail.com](mailto:shahnilesh130883@gmail.com)

* **Objective:-**

To leverage my skill sets in a professional work setting and to working an environment, which provides this upward spiral of being constantly challenged, followed by being recognized for my effort through more responsibility and hence a higher Level of challenge.

* **Highlights:-**
* **Certified Scrum Master, Scrum Alliance**
* **Certified Allscripts SCM (Sunrise Clinical Manager)**
* **Certified Allscripts EEHR (Enterprise Electronic Health Record)**
* 2 Years of Scrum & Agile Development Methodology
* Proficiency in EMR/PM Software like eClinicalworks, e-Cast, MEDISOFT, OMNIEHR/RCM, Allscripts EHR//PM, Kareo, Insync EMR/PM
* **Profile Summary:-**

1. Having overall professional Healthcare IT experience of **7 Years and 6 Months.**
2. Business Analyst with over **4 Years and 3 Months** of experience, primarily in RCM/PM Software Development.
3. Experience in coordinating with business and IT across all phases of software development life cycle.
4. **In-depth knowledge of Practice Management and Revenue Cycle Management software development with key features ANSI X12 5010 EDI Transactions like (270/271, 276/277/999, 837/835); Clearinghouse Integration and Credit Card/Online Payment Vendor Integration.**
5. Expertise in Requirement Gathering & Elicitation, GAP Analysis, Sign off Prototype, UML and Functional Requirement Specifications.
6. Expertise in Implementing, Configuring, Troubleshooting and Testing of EHR, RCM & PM software.
7. Proven ability to leveraging business intelligence tools (IBM Cognos, Tableau, SSRS, Qlik, Domo and Excel) for custom reports.

* **Primary Skills:-**

1. Knowledge of Scrum & Agile Development Methodology
2. Knowledge of working in JIRA/Confluence Agile Tool
3. Experience of delivering complex value added projects to the products.
4. Business Processes - Strong understanding of functional business processes of Revenue Cycle Management.
5. Basic knowledge of SQL for reporting.
6. Self Organized and Leadership skills

* **Education Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **University** | **Year** | **Percentage** |
| B.Sc (MATHEMATICS) | GUJARATUNIVERSITY | 2004 | 62 % |
| B.Ed | GUJARATUNIVERSITY | 2006 | 66 % |

* **Achievements & Certification:-** 
  + **Certified Scrum Master, Scrum Alliance**

(See:[**https://www.scrumalliance.org/community/profile/nshah85**](https://www.scrumalliance.org/community/profile/nshah85))

* + **Allscripts EEHR (Enterprise Electronic Health Record) and SCM (Sunrise Clinical Manager) Certified.**
  + **Got STAR Performer Award for the Best Performance in the month of April & May 2007 from Aegis BPO**

**US Healthcare Domain Experience: - 10 Years**

**Scrum Master Experience:- 2 Years and 6 Months**

**Healthcare IT Experience:- 7 Years and 7 Months**

**Current Employer: -**IHCS Technologies India Pvt Ltd.

**Current Location: - Vadodara**

* **Detail Summary of Skills and Experience**

**1). Company:- IHCS Technologies India Pvt Ltd.**

**Period From:** -Oct 2015 – **to** Till Date **Location:** - Vadodara

**Designation: - Sr. Product Owner**

**Project: Home Health Software, PM Dashboard, Batch Payment, Auto schedule jobs Functionalities, Sterling Payment Gateway Integration, Online Credit Card Payment Gateway Integration, Third Party Vendors Integrations, ANSI X12 5050 EDI Enhancements (837/835, 276/277/999, 270/271)**

**Roles/Responsibility:-**

* + Primary responsible for Product Management like future product roadmap, Refine Product Backlog according to market and business requirement.
  + Managed relationship with programmers and bridged communication between end users and development team.
  + Acted **as Scrum Master** for scrum teams with focus on guiding the teams towards improving the way they work.
  + Facilitated scrum team in the Daily Scrum, Sprint Planning, Sprint Review, Sprint Demo and Retrospective meetings.
  + Coached product manager/owner in creation, maintenance of product backlog, prioritization and resolution of software defects.
  + Facilitate Scrum Team by removing impediments, having a clear understanding of requirement to achieve the sprint goal and make self organized team.
  + Facilitated getting the work done without coercion, assigning or dictating the work.
  + Built relationship with stake holders to facilitate team’s interaction with team.
  + Tracked and effectively communicated team velocity and sprint/release progress through sprint burn down charts to all affected teams and management.
  + Worked with scrum team to negotiate the minimum viable product develivery.
  + Report sprint status like Sprint burn down chart, Release burn down chart and Scrum Team Velocity to the management.
  + Expertise to work in JIRA/Confluence Agile Tool to track the projects, Sprint Dashboard and Reports.

**2). Company:- Integrated System Management (OmniISM) Pvt. Ltd.**

**Period From:** -Nov 2013 – **to** Oct 2015 **Location:** -Ahmedabad

**Designation: - Scrum - Business Analyst**

**Project: New CMS 1500, ICD-10, RCM Dashboard, Anesthesia Billing, Payer Invoice, ANSI x12 5010 EDI Transactions (877/835, 276/277/999, 270/271),**

**Roles/Responsibility:-**

* + Managed relationship with programmers and bridged communication between end users and development team
  + Requirement gathering, Elicitation, GAP Analysis and Market Analysis
  + Prepare and sign off the functional requirement with both internal and external stakeholders.
  + Participated in scrum ceremonies like Daily Scrum, Sprint Plan, Sprint Review, and Sprint Retrospective as a product owner.
  + Actively Participated in UAT, Internal presentations and conducted the project meetings successfully by coordinating all users.

**3). Company:-Allscripts**

**Period From:** -Oct 2012 – **to** Nov 2013 **Location:** -Pune

**Designation: - Implementation Consultant**

**Roles/Responsibility:-**

* + Working on Client Incidents and Requests like Add Providers, Pharmacy, Orders
  + Application functional Testing and QA.
  + Link the Problems to ICD9 and ICD 10 through Problem Mapping Tool

**4). Company:-eClinicalWorks**

**Period From:** -Aug 2010 – **to** Oct 2012 **Location:** - Ahmedabad

**Designation: - Medical Billing Specialist (L1 Support)**

**Roles/Responsibility:-**

* + eClinicalWorks PM software Support and Implementation
  + Working Billing Tickets created by the clients.
  + Provide training and support of Practice Management to the clients.
  + Train and creates custom reports based on client requests through Report Studio and Query Studio in IBM Cognos.
* **Major Strengths:-**

1. Confident, Hard Working, Quick Learner, Positive Attitude, Analytical Ability, Strong communication & Team Skills.
2. Flexible and versatile to adapt to any new environment, technology and work on any project. Eager to learn new things.

* **Personal Details**

Date of Birth : 13thAugust1983.

Sex : Male

Nationality : Indian

Passport No : G2167563

Marital Status : Married

I hereby declare that the information furnished above is true and correct to the best of my knowledge and belief.

**NILESH ANILKUMAR SHAH**