STELLA KALYAN MANGALA   ☐ + 91 9885334438

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PMI - PMP®, ACP® & LSSBB® PROFESSIONAL - HEALTHCARE

Acquired incredible **15+ years of Healthcare experience** in diverse areas encompassing Project Management, Product Development, Business Analysis, Quality Management, Process Management & Optimization, Market Analysis, Operations Excellence, Training and Administration.

PROFESSIONAL EXPERIENCE

BUSINESS ANALYST @ AMPS (ADVANCED MEDICAL PRICING SOLUTIONS) – OCT 2020 to Till Date:

➢ *Process Management and Business Analysis*
  o Conducting detailed business analyses and reporting on the data
  o Generate workflow documentation based on the Business requirements.
  o Elicited Functional and Non-Functional Business Requirements from the requirements gathering through to the implementation phase of development.
  o Translated business requirements into technical documentation and ensured all parties had a clear and common understanding of both the business priorities and defined solution.
  o Performed and documented gap analysis to determine deltas between existing and proposed systems.
  o Identifying the Process gaps that enhances operational efficiency.
  o Gathering and interpreting data using data analytics tools.
  o Perform quality assurance function with other analysts and departments focusing on data accuracy and interpretation.
  o Gathering all the required enhancements and bugs and creating all these issues using JIRA tool for issue tracking and Project management.
  o Attained very good understanding of complete SDLC and have a good agile mindset.
  o Perform testing in various environments on every sprint to evaluate and provide feedback to dev team. Functional testing of newly added features.
  o Driving functionality walkthrough for business to ensure successful UAT Test Cycle execution.
  o Perform RCA and create corrective action plans to resolve identified issues and perform impact analysis.
  o Expert in agile and waterfall project management methodologies. Known for ability to produce high-quality deliverables that meet or exceed timeline.
  o Responsible for driving scrum calls, review, refinements, and retrospective meetings, giving demos to the business and other stakeholders.
  o Enact delivery upon completion of projects and ensure that delivery adheres to agile practices maintained by the company.
  o Planning and executing regular meetings with Product team to check and track status of Quarterly Product Roadmap items.
  o Plan, develop and implement strategies for successful project delivery and operations of team.
  o Good knowledge on JIRA Software and confluence
➢ *Stakeholder Engagement*
  o Maintain a positive working relationship with clients and stakeholders.
  o Coach, mentor, and lead personnel within the scope.
  o Facilitating Agile Ceremonies like Sprint Planning, Daily Stand-ups, Sprint Review, Sprint Retrospective.
  o Participate in project team meetings with stakeholders and project team members to discuss progress, issues, or changes in scope.
  o Quality Management – Conducting Regular Audits.

- o Coordinating and Collaborating with the Various Process Managers and Team Leads.
- ➢ **Training Management**
  - o Training and Internal Audits for all the New Employees and Conducting Refresher Trainings.
  - o Process Documentation and Manual standardization.
  - o Developing Learning Management Systems - Maintain accurate and current study documentation.

ENABLER - NURSING PRODUCT MANAGER, CALLHEALTH SERVICES PVT LTD, HYDERABAD – May'14 – Jan'20

PROJECT MANAGEMENT & BUSINESS DEVELOPMENT
- ➢ **Product Development and Management:**
  - o Responsible for the entire Product development, Marketing, End to End process development and adherence to the process. Market Analysis
  - o Development of Electronic Health Record for various departments.
  - o Assessments (History Collection, Physical Examination) Treatment Plan Development (Transactional and Continuous Care), Care Plan creation (Daily, Weekly and Monthly).
  - o Developed Company Website Content – Detailed Content development of the Website as per the business including the UI requirements.
  - o Health Care Mobile Application Development – Given the business requirements to technical team and ensured all parties had a clear and common understanding of both the business priorities and defined solution.
  - o Assisted the QA team in preparing the test plan, test cases, test scripts and actively participated in functional testing, system testing, performance testing, regression testing, smoke testing and user acceptance testing (UAT).
  - o Performing Pilot Studies before Product release.
  - o Responsible for giving signoff on the developed products.
  - o Conducting regular Internal and External (Field) audits to maintain the quality of care.
- ➢ **Process Management:**
  - o End-to-end process development and management - Internal and External services.
  - o Identifying process gaps and conducted training programs that enhance operational efficiency.
- ➢ **Procurement & Vendor Management:**
  - o Identifying the Vendors and explaining the Business policies and On-boarding them.
  - o Acts as liaison with business owners, vendors, contractors, and others as needed on projects with a focus on improving existing processes.
- ➢ **Operations Excellence:**
  - o SLA Management: Reach SLA above 95%, Service Delivery SLA above 99%.
  - o Customer Relationship Management: Maintaining customers' complaints below 1.5%.
  - o Introduced Incentives method for improving the quality of care.
  - o Operational analysis - Following DMAIC methodology.

PEOPLE MANAGEMENT – STAKEHOLDER ENGAGEMENT
- ➢ Analyzing the areas for development while implementing strategic plans for various operational activities. Taking remedial actions while providing suggestive measures for service improvement.
- ➢ Team Management - Created **KPI's** and **KRAs** to enhance the process performance and the annual performance appraisal cycles.
- ➢ Process and Clinical Training. Performed as a Business Role Certification Authority for trainees.
- ➢ Developed Protocols, Curriculum, Lesson Plans, Assessments and Care Plans for the Business to reach the highest customer delight as well to set as a pathway for the smooth functioning of the business.

Achievements:
- ↓ *Successful **Product launch of the mobile application** that enables to Plan the adverse event tracking and monitoring patient health progress, especially for at-home delivery for Nursing and Therapy (Physiotherapy, Speech and Occupational) services.*

- *Company Website Development following the Agile methodologies.*
- *As a Product Manager developed multiple health care service products/packages like Stroke and Rehabilitation, Doula and many more.*
- *Development of Health Care Assessment Charts – Electronic Health Care Records.*

FERNANDEZ SCHOOL OF NURSING (Nov 2007 - Dec 2013)
ADITYA SCHOOL OF NURSING (Jan 2006 – Oct 2007)
Key roles & responsibilities as Nursing Faculty and Administrator:
- ✓ Worked on Nursing Program Academics and Administration for the best results.
- ✓ Performed the responsibilities of a Liaison officer.
- ✓ Coordinating with the Management to enhance educational quality.

Career Highlights
- ✓ Recognition by the Scholarship department from both the local and non-local State Governments.
- ✓ Permission by the Indian Nursing Council for the enhancement of seats from 45 to 60 per batch.
- ✓ Permission and Recognition by the Indian Nursing Council to start-up new Academic Programs like Post-Graduate Diploma in Obstetrics and Post-Graduate Diploma in Neonatology.

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ACADEMICS
- ✓ **MSc Psychology**, 2017 from Dr Ambedkar University, Hyderabad.
- ✓ **MBA Hospital Management**, 2015 from Alagappa University, Tamil Nadu.
- ✓ **B.Sc. Nursing** (Including Midwifery) Nov 2005 from Dr. NTR University of Health Sciences, AP.

TECHNICAL SKILLS
- ➤ Management Tools: Jira, Confluence, MS Excel, MS Word, PPT, and Visio.
- ➤ Technical Language – HTML, SQL.
- ➤ Project Management & Development Methodology – Agile Scrum, Kanban, and Waterfall Model
- ➤ Good Communication and Leadership Skills.

CERTIFICATIONS
- ✦ **PMI - PMP® – Nov 06th, 2021.**
- ✦ **PMI - ACP® - Jun 10th, 2023.**
- ✦ **LSSBB® - Nov 07th 2021 @ Henry Harvin Education.**
- ✦ **NABH - Clinical Audit, Continual Quality Improvement: Tools and Techniques** workshop.