Sudhanshu Shekhar Jha

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PROFESSIONAL SUMMARY

Associate Director–level Product & Technology leader with **18+ years in technology** and **9+ years in product management, product strategy, and analytics-led execution** across **healthcare SaaS and data platforms**. Proven experience owning **multi-product roadmaps**, driving **strategy-to-execution outcomes**, and building **KPI-driven product ecosystems** that improve adoption, insight velocity, and customer satisfaction in regulated environments.

CORE COMPETENCIES

• Product Strategy & Roadmap Ownership • Multi-Product Portfolio Management • Healthcare SaaS (EHR/EMR, HIPAA, HL7, FHIR)
• Data & Analytics Products • KPI & Metrics Frameworks • SQL • Power BI
• Platform & API-Driven Products • Agile Product Execution
• Stakeholder Alignment • Cross-Functional Leadership • Product Governance
• Mentoring Product Managers • AI & Analytics Enablement

KEY ACHIEVEMENTS

• Drove **30%+ increase in provider and user adoption** by leading analytics-driven product modernization across healthcare SaaS platforms.
• Reduced **time-to-insight by 40%** by introducing SQL- and Power BI-based analytics and embedded product dashboards.
• Improved **customer satisfaction by 20%+** through outcome-based roadmap prioritization aligned with clinical, business, and regulatory needs.
• Increased **delivery predictability by ~25%** by shifting teams from feature-driven execution to data-driven prioritization and governance.
• Established **product KPI frameworks** (adoption, engagement, NPS) used by leadership for decision-making and investment planning.

PROFESSIONAL EXPERIENCE

Senior Technical Product Manager
MIDAS IT SERVICES PVT. LTD. | New Delhi | Mar 2023 – Present
• Owned **product strategy and roadmaps** for analytics, dashboarding, and engagement products used across healthcare provider organizations.
• Led end-to-end product lifecycle from discovery to adoption, resulting in **25–30% improvement in feature adoption**.
• Introduced **analytics-led decision frameworks**, enabling leadership to track real-time product performance and outcomes.
• Partnered with engineering, data, UX, QA, and clinical SMEs to deliver compliant, scalable healthcare SaaS solutions.
• Mentored product managers and owners, improving execution quality and overall product maturity across teams.

Technical Project Manager
MIDAS IT SERVICES PVT. LTD. | New Delhi | Mar 2020 – Feb 2023
• Owned multiple healthcare SaaS product areas, balancing business priorities with technical feasibility and regulatory constraints.
• Enabled **API integrations and real-time analytics**, reducing manual clinical workflows by ~**25%**.
• Strengthened product-engineering alignment, improving execution efficiency and predictability across releases.
• Built governance dashboards to track KPIs, risks, and dependencies for senior stakeholders.

Project Lead
MIDAS IT SERVICES PVT. LTD. | New Delhi | Jun 2016 – Feb 2020
• Delivered analytics-driven SaaS modules across healthcare and platform workflows.
• Improved sprint throughput and backlog health by standardizing product documentation and prioritization.

Tech Lead
INCEDO INC. (Formerly Indiabulls Technology Solutions) | Gurgaon | Jul 2013 – Jun 2016
• Delivered API-driven CRM and platform solutions, improving cross-team productivity by **~40%**.

Senior Application Developer
SERCO GLOBAL SERVICES (Infovision Solutions) | Gurgaon | Sep 2007 – Jun 2013
• Built enterprise data and EDI applications supporting high-volume, regulated environments.

EDUCATION & CERTIFICATIONS
• Master of Computer Applications (MCA)
• ISB – Product Management
• PMP | PSPO | PSM | SPS | Google AI Essentials