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portfolio



Targeting to express potential in **IT Product Management** with an esteemed organization

Location Preference: Bengaluru



PROFILE SUMMARY

- A dynamic and multi-faceted technocrat offering over 12 years of unmatched track record in managing **Innovation & Tech Product Management, Stakeholder Management**
- Attained over \$6M in annual revenue by overseeing a portfolio of product initiatives unified by a clear product strategy
- Excels in driving product roadmap & lifecycle management across assignments right from business requirements, design, development, functional testing, product integration, configurations till final delivery of application & artifacts
- Excellence in mapping clients' requirements & providing them best solutions involving evaluation and definition of scope of project and finalization of digital project requirements
- Skilled in Scaled Agile Framework (SAFe) & Waterfall Methodology, use case/user story elaboration, product backlog maintenance, sprint prioritization & elaboration, process mapping, cost benefit analysis, impact analysis
- Contributed throughout the development phase by tracking technical issues & solving problems, especially for the issues spanning multiple programs
- Capable of independently leading various projects and ensuring timely completion of the same; ensured smooth project implementation and product go-live support of large-scale consumer products
- Proven acumen in developing embedded solution product development along with Agile methodology implementation and IOT architecture development
- Proven record in defining strategic and solution offerings as part of go-to-market strategy for B2B and B2C Payer business (\$10M+)
- Saved over \$150K within a year by implementing better tools, and processes
- Acted as a turnaround agent to improve the customer satisfaction index for a \$4M claims operations program from 3.0 to 4.4/5.0 in 12 months



EDUCATION

- 2022: PGP in Product Management** from International School of AI and Data Science
- 2015: Executive MBA Program - Business Management** from IIM Lucknow
- 2010: Bachelor of Engineering (Telecommunication Engineering)** from R. V. College of Engineering, Bengaluru



SOFT SKILLS

Leadership

Problem-Solving

Decision Making

Adaptive

Analytical



WORK EXPERIENCE

Since Aug 2017

Emids Technologies, Bengaluru/USA as Product Manager/ Product Management

Key Result Areas:

- Partnering with executive leadership to define, launch and drive strategic and operational initiatives; envisioning and implementing an AI-Powered Enterprise Virtual Assistant for 100,000 users which reduced customer support calls by 30%



CORE COMPETENCIES

Software Architecture

Technology/ Innovation Management

Product/ Project/ Program Management

Requirement Gathering & Analysis

Functional/ Technical Specifications

Project Implementation & Support

Quality & Risk Management

Stakeholder Management

Cost & Benefit Analysis

Artificial Intelligence/Machine Learning



CERTIFICATIONS

- 2022: Certificate in Product Management | ISB**
- 2015: Certified Pragmatic Marketing (Foundations & Build) – Product Management**
- 2020: ICAgile Certified Professional in Agile Coaching (ICP-ACC)**
- 2018: Certified Scrum Product Owner (CSPO)**



IT SKILLS

- Jira, Rally, Balsamiq
- Microsoft Visio, Aha, Miro
- Tableau, SQL Server Management Studio



PERSONAL DETAILS

Date of Birth:

7th January 1988

Languages Known:

English & Hindi

Address:

Bengaluru - 560087

- Recognizing product gaps in Population Health Management, Member Engagement Platform (MEP), Health Assessment, Incentive Management capabilities and Internet of Things (IoT) offerings; building new features, creating APIs and performing A/B testing leading to a yearly revenue increase of \$3.1M through increased engagement and conversion for CVS Aetna B2B and B2C products
- Guiding & motivating product management team for successful 2019 eCQM deployment and certification of SaaS based web B2B Core Suite Product, a hospital-focused strategic and tactical application that provides Business Intelligence and Data Analytics solutions for Cost Control, Care Quality, and Compliance
- Led expansion of the Encore CoreANALYTICS - Meaningful Use (MU) analytics module which converts unstructured data into structured, assisting Eligible Hospitals (EH) and Eligible Professionals (EP) in meeting US regulatory requirements which grew over 110% from 2018 to 2019
- Establishing product development strategy in collaboration with stakeholders from an engineering perspective
- Defining industry solutions through ideation, conceptualization and detailing to identify efficiencies/alternatives
- Facilitating requirement scoping, evaluating design/alternatives, resolving issues and improving process/performance
- Mapping client's requirements & user story narration and translating the requirements to Product Engineering and Product Services Team
- Managing complete product management activities in coordination with internal & external departments
- Capturing product integration impacts and assisting Technical Team in designing the right solution
- Conducting Product Discovery calls and coordinating with Engineering, UI/UX, Sales, Finance, Marketing, Legal and other team members for product documentation, system design & integration, coding and maintenance based on market requirement

Dec 2015 – Aug 2017

UnitedHealth Group (Optum), Bengaluru as Product Owner/Product Management

Highlights:

- Redesigned legacy claims manager analytics and claims edit system with the Azure Cloud application, which saved \$2M annually for the company; optimized the processes by providing robust editing capabilities to both provider and payer clients, resulting in a 15% reduction in claims turnaround time
- Enhanced team's efficiency by 20% in 6 months by adopting the agile environment and enriched the environment of independent scrum teams and doubled the team's velocity in 12 months while working on revenue cycle management
- Drove a team of 20 members (Product, Engineering Team) to create a proactive communication model for data validation, eligibility checks, provider credentialing, clinical editing, and duplicate checks in the claims processing lifecycle which resulted in a saving of \$300K per million operational costs in claims processing

Aug 2013 – Nov 2015

Axiom Healthcare (Startup), Bengaluru as Product Owner/Product Management

Highlights:

- Steered product vision, strategy and execution across the product portfolio; increased both product and design teams from 0 to 1, directly sourcing, recruiting and mentoring team members to build high performance teams
- Collaborated with the CTO to build product and platform capabilities; shipped customer engagement platform, improving response times by 80%
- Launched a new SaaS based B2B analytics product achieving 115% of revenue target; built data visualization dashboards(40+) using SQL and Tableau for US healthcare specific clinical, operational and financial KPIs for Hospitals, that reduced manual reporting work by 16 hours weekly
- Built Artificial Intelligence/Machine Learning (AI/ML) use-cases and prototypes and led the planning and implementation of a BI tool using predictive analysis for readmission risk analytics which reduced readmissions by 25%

Feb 2013 – Aug 2013

Dell International Services, Bengaluru as Product Owner/Product Management

Highlights:

- Presented multiple POCs/MVP, conducted product demos, and led sprint demos to collect user feedback, accelerate adoption, and generate leadership buy-in, which resulted in quality improvement of the Cerner Modules Application (Powerchart, PharmNet, Charting, Core, Scheduling, FirstNet, BedRock) and a 15% increase in user engagement
- Improved monthly active users by 20% while cutting licensing costs in half compared to the legacy CMS by enhancing user experience

Aug 2010 – Feb 2013

Computer Sciences Corporation, Bengaluru as Product Owner/Product Management

Highlights:

- Enhanced EPIC EMR usage for appointments at in-network hospitals from 45% to 90%
- Automated Kaiser Permanente Health Connect (KPHC)'s manual procedures, saving \$100 million while delivering high-quality, affordable care and coverage
- Recognized 50+ unique product requirements to improve the overall quality of ADT, Ambulatory, Prelude, Cadence, ASAP, Professional Billing, Hospital Billing, Anesthesia, OPTIME, Willow Inpatient (Inpatient Pharmacy), and Willow Outpatient (Outpatient Pharmacy) modules of EPIC—US Healthcare EHR and HL7 conversion standards