AARON TENNYSON VINODH IMMANUEL

SOFTWARE PRODUCT MANAGER 📍 131 ROGERSON CROSSING, UXBRIDGE, MA, 01569, UNITED STATES OF AMERICA 📞 508-488-8243

○ DETAILS ○

131 Rogerson Crossing, Uxbridge,
MA, 01569, United States of America
508-488-8243
aarontv.immanuel@gmail.com

○ LINKS ○

Personal Website

LinkedIn

○ SKILLS ○

Atlassian JIRA and
DevDocs Plus

MS Visio and Diagrams

SQL

Balsamiq and POP

Docker and GitBash

Remote Access Tools

Agile and Scrum

Knowledge of MS Office

IBM Cognos

Tableau

○ CERTIFICATIONS ○

👤 PROFILE

- Professional team player with more than 10 years of hands-on experience in IT, including 1 year of web content management and 9+ years in Healthcare IT.
- Efficient in implementing Agile (SCRUM) methodology and work towards releasing a Minimum Viable Product (MVP).
- Versatile, innovative, cross-functional communicator easily interfaces with project leaders, vendors, and stakeholders to comprehend the "big picture" while staying on top of all the details with focus on finding the right questions to ask and assemble.

💼 EMPLOYMENT HISTORY

Software Product Manager at eClinicalWorks LLC., Westborough, MA
January 2017 — Present

As a Software Product Manager, I excel at managing changes in areas of Practice Management (PM) and Revenue Cycle Management (RCM) including Patient Statements, Ambulatory Surgical Centers (ASC) Billing, and Merge Claims.

Salient achievements include:

- ❖ Designed and released the ASC Billing product in phased MVP approach and assisted Sales team to sign-up 20+ new ASC practices.
- ❖ Improved User Experience for 80,000+ facilities by introducing Cursor Field Focus, Special Characters, Data Truncation validations within PM configuration windows.
- ❖ Eliminated 5 minutes of end-user manual efforts with about 40 mouse clicks for merging multiple claims into 1 claim each time, by introducing an automated Merge Claims feature which benefits around 350+ FQHC (Federally Qualified Health Centers) and 40+ Behavioral Health practices.
- ❖ Optimized the system's Sliding Fee Schedule rounding logic which impacted 350+ FQHC and 125+ ASC practices to stay compliant.

Core responsibilities include:

- Analyze development requests based on Healthcare regulations, client requests, and market demand for the PM and RCM areas within eClinicalWorks web and executable software as a service (SAAS) cloud-based Electronic Health Records.
- Gather inputs and define requirements through collaborative relationship with stakeholders, customers, and third-party vendors.
- Create and track product bugs and enhancement Epics in Atlassian JIRA.
- Maintain a prioritized Product Backlog, and fully engage in all scrum ceremonies.
- Identify a plan that lists timelines on a product roadmap for deliverables.
- Create wireframes [using Balsamiq/POP] and develop a concept design solution by considering usability, user security, performance, concurrency, and logging.
- Collaborate and iterate concept design solution with different cross-functional teams [Engineering, Design, QA, Implementation, Support, Compliance, Sales, Marketing, Legal], customers, and stakeholders.
- Complete the Design Input Requirement (DIR) document based on the approved concept design by writing user stories in DevDocs, creating workflows [using MS Visio/Diagrams], and documenting acceptance criteria [using Gherkin scripts].
- Perform acceptance testing [using Docker/GitBash feature branch environment] and run SQL scripts to verify if the data is saved in the correct database tables, as per original requirements.
- Demo the new product features to key stakeholders, and work with Knowledge Base team to create documentation, videos, and pertinent quizzes for internal teams and customers.
- Plan for product release, and retrospect the Software Development Life Cycle (SDLC) stages.

Technical Support Engineer at eClinicalWorks LLC., Westborough, MA
December 2012 — December 2016

- Maintained excellent customer satisfaction level and met 2-day Service Level Agreement (SLA) by addressing about 40 technical support tickets every week.
- Analyzed all Healthcare billing technical issues [including Claims, and Patient Statements] for about 80,000 facilities using eClinicalWorks EHR software. Resolved Healthcare eBO (IBM Cognos) reporting issues.
- Reported technical bugs to Engineering and/or QA teams on a weekly basis, by troubleshooting technical issues in database server (MySQL, and MSSQL), FTP server, and Apache Tomcat Application Server [analyzed server/database logs].

Technical Support Assistant at Msquare Systems Inc., Jersey City, NJ
July 2011 — December 2012

- Gathered customer's website requirements, worked with designers on mockup creation, and assisted developers in website development.
- Demonstrated the new website features to customers and collected accurate customer feedback for relevant improvements.
- Managed the contents for 5 customer websites using WordPress and Magento ecommerce CMS tools and administered MySQL database for these websites.
- Provided website's overall visitor monthly report to customers using their unique Google Analytics Tracking ID.
- Assisted SQL Administrator by regularly operating Transact-SQL commands to maintain and manage the SQL Server database tables, and views.

🎓 EDUCATION

MS in Computer Engineering, New Jersey Institute of Technology, Newark, NJ
August 2009 — May 2011

GPA: 3.85/4.00

BE in Electronics and Communications Engineering, Anna University, Chennai, India
August 2005 — May 2009

Percentage: 79% [First Class with Distinction]

⭐ CERTIFICATIONS AND OTHER ACTIVITIES

Tableau Desktop Specialist Certification, Westborough, MA
February 2022 – Present

TDS by **Tableau**

Certified Scrum Product Owner (CSPO), Westborough, MA
December 2021 — Present

CSPO by **Scrum Alliance**

Certified Scrum Master (CSM), Westborough, MA
November 2019 — Present

CSM by **Scrum Alliance**

Microsoft Certified Solutions Associate (MCSA), Westborough, MA
March 2019 — Present

MCSA by **Microsoft**

Microsoft Technology Associate (MTA), Newark, NJ
November 2012 — Present

MTA by **Microsoft**

New Jersey Institute of Technology (NJIT) Residence Life Staff, Newark, NJ
May 2010 — May 2011

📢 REFERENCES AND CERTIFICATES

References, Certificates, and Transcripts available upon request