**Pragyan** Phone: +91- 9818009867

 Email: er.pragyan@yahoo.com

**Career Profile**

|  |  |
| --- | --- |
| Key Competencies | Product Management, Market Research, Consulting, e-Commerce, DigitalTransformation, User Experience, Process and technology Consulting |
| Areas of expertise | Product Roadmap, Product Strategy, Go to Market Planning, Mobile, Web Applications, CRM, Wire framing, Agile |
| Domains | Healthcare, EHR, EMR, Life Sciences, Pharma, Finance, Energy and US based health domains. |

**Key Skills**

|  |  |
| --- | --- |
| Platforms |  Salesforce.com, SaaS |
| Business Applications | Sales, Service, Marketing, Exact Target, Community  |
| Others | MS Office, MS Visio, TFS, Agile Methodology, Service Manager, HP Quality Center, JIRA, Confluence |

**Employment Details**

**Athenahealth, Bangalore Product Owner July’18 till date**

**Job Profile:**

* Responsible for strategizing and building roadmap for Cloud-based Applications as per the business goals.
* Drive Athenahealth's Salesforce.com CPQ, Billing product and Customer Success applications.
* Own enrollment and provider authoring for Athena EHR applications.
* Own and manage product roadmap for the flagship Clinicals product
* Conduct market and competitive research to shape product vision and feature set
* Work with user research and design teams to review and design wow customer experiences
* Help customers improve the quality of care by providing insights driven by analytics and smart algorithms
* Adhere with Agile Frameworks and Team Processes (i.e. Scrum and Kanban)

**Tech Mahindra, Bangalore Lead Consultant Dec’15 till July 2018**

**Job Profile:**

* Worked on SFDC CRM products and understand related cloud technologies. Come up with Salesforce.com functional solutions for allocated Projects.
* Proactively communicated and collaborated with external and internal customers to analyze information needs and functional requirements and deliver the needed artifacts.
* Produced a detailed functional design document to match customer requirements.
* Drove testing and debugging of new software or enhancements to existing software.

**Cognizant Technology Solutions, Bangalore Consultant Mar’14 to Dec’15**

**Job Profile:**

* Came up with Salesforce functional solutions for allocated assignments.
* Suggested new methods or ways of executing business processes in the organization
* Gathered understanding for the process domain.
* Coordinated with the technical team to come up with the solutions, tools and accelerators.

**Navatar Group, Noida Business Analyst Feb’12 till Sept’13**

**Job Profile:**

* Functional experts on Salesforce CRM products and worked on related cloud technologies.
* Experienced in Financial Service Industry and Advance Business Analysis.
* Responsible for managing client/on-site team interaction and understand business process mapping.
* Translated high-level user needs into Functional cases and detailed test cases (UAT).
* Provided quick functional resolution to the Client based upon the change request.

**ACS, A Xerox Company, Noida Analyst June’10 to Jan’12**

**Job Profile:**

* Worked on US Benefits Domain (Health Care) for Project Management and Analysis.
* Coordinated with Business Leaders and Project Managers to provide solutions.
* Created /maintained overall project documentation including issue trackers /delivery trackers.
* Responsible for training the team and monitoring their work.

**Convergys India Pvt. Ltd. Gurgaon Technical Support Dec’09- May’10**

**Job Profile:**

* Worked as a Support Professional for Microsoft.
* Technical Support for Windows 7 setup support, Microsoft Outlook & Office Setup. Report generation for weekly support options.
* Documented the Knowledge base with support options.

**Certifications**

* Salesforce.com Certified Administrator
* Salesforce.com Certified Sales Cloud Consultant
* Salesforce.com Certified Service Cloud Consultant
* Certified ScrumMaster®
* PRINCE2 Agile® Foundation & Practitioner

**Additional Activities**

* Market Research, Presales and Business Case formulation
* Preparation of Sales Collaterals for Cognizant’s CRM
* Research related to various areas of Cloud - Trends, Market, Players, Analyst and Competition
* Actively Participate to Develop Cognizant CRM Bids and proposals for the various RFPs.

**Educational Qualifications**

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| --- | --- |
| **Course** | **Institution/University** |
| MBA (Marketing, Finance)  | IBS, Pune |
| BE (Computer Science) | University of Rajasthan, Jaipur |