

AARON TENNYSON VINODH IMMANUEL

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

◦ DETAILS ◦

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◦ URL ◦

[Personal Website](#)

[LinkedIn](#)

◦ PM SKILLS ◦

Agile Methodologies (SCRUM)

Product Prioritization

Product Roadmaps

Problem Solving

Leadership Skills

Time Management

Customer Interviews and Visits

Demo/Presentation Skills

◦ TECH SKILLS ◦

Atlassian JIRA

DevDocs Plus

MS Visio and Diagrams

MySQL and MSSQL

Balsamiq

MS Office

Tableau

Python

Remote Access Tools

IBM Cognos

◦ CERTIFICATIONS ◦



👤 PROFILE

- Professional team player with more than 10 years of hands-on experience in 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

Product Analyst at eClinicalWorks LLC., Westborough, MA

April 2017 — Present

In eClinicalWorks Electronic Health Records (EHR), I excel at managing changes in areas of 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 50+ ASC practices, with \$2.5 million yearly revenue.
- ❖ Improved User Experience for 80,000+ healthcare facilities by implementing Cursor Field Focus, Special Characters, Data Truncation validation projects.
- ❖ Minimized end-user manual efforts and time taken in merging healthcare claims by designing an automated Merge Claims feature which benefits about 400+ FQHC (Federally Qualified Health Centers) and 50+ Behavioral Health practices, with \$1 million yearly revenue.
- ❖ Optimized the system’s Sliding Fee Schedule rounding logic which impacted 400+ FQHC practices to stay compliant.
- ❖ Worked on several federal and state healthcare regulations including No Surprises Act, CARES Act, Idaho Patient Act, Florida AHCA Reporting, etc.

Core responsibilities include:

- Analyze development requests based on Healthcare regulations, client requests, and market demand for the RCM areas within eClinicalWorks web and executable software as a service (SAAS) cloud based EHR.
- Gather inputs, define Requirements and Acceptance Criteria 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.
- Create wireframes [using Balsamiq] 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 MySQL/MSSQL scripts to verify if the data is saved accurately.
- 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.
- Work with Data Analytics and eManager Insights team to track metrics regularly.
- Plan for product release, and retrospect the Software Development Life Cycle (SDLC) stages.



Technical Support Engineer (RCM) at eClinicalWorks LLC., Westborough, MA

December 2012 — March 2017

- 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 (RCM) 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