

JIGGER SHAH

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EXECUTIVE SUMMARY

- Healthcare AI and Product Leader with 14+ years across healthcare SaaS, EHR/RCM, clinical workflows, digital health, AI/ML platforms, clinical trial intelligence, and enterprise data products.
- Experienced owning product lifecycle from discovery through launch, translating provider, payer, patient, clinical research, operational, billing, and compliance needs into scalable healthcare technology products.
- Proven ability to partner with engineering, design, clinical, compliance, data science, analytics, and business teams to deliver AI-enabled data driven products that improve adoption, workflow efficiency, and operational outcomes.

CORE COMPETENCIES

- **Healthcare SaaS Product Management:** EHR/EMR Workflows, Digital Health, Clinical Research & Trial Operations, RWD/RWE, Provider Operations, Patient Engagement, RCM, Claims, Billing, Payer Workflows, Patient Safety, PHI, HIPAA
- **Product Strategy & Delivery:** Product Strategy, Product Vision, Roadmaps, 0-to-1, Customer Discovery, VOC, Usability Feedback, PRDs, Backlog Prioritization, Agile Delivery, Jira, Confluence, Launch Readiness, Adoption Metrics
- **AI, Data & Analytics Products:** AI/ML Products, LLM/RAG Workflows, GenAI, MCP, Agentic AI, Human-in-the-Loop Workflows, Healthcare Analytics, Data Products, BI & Reporting, Responsible AI Governance
- **Technical & Integration Awareness:** Cross-functional Leadership, Agile/SAFe, Jira, Confluence, HL7/FHIR, X12/EDI, APIs, Interoperability, Legacy Healthcare Systems, Figma, SQL, Databricks, Power BI, Azure ML, PDLC/SDLC

PORTFOLIO PROJECT | Agentic Claims Review & Denial Prevention Copilot | Personal MVP | Public Launch | June 2026

- Built a synthetic-data Healthcare AI MVP for policy risk detection, human review, audit logging, and explainable decision support, with agentic orchestration concepts across rules, confidence thresholds, citations, overrides, and audit trails.

PROFESSIONAL EXPERIENCE

Associate Director, Product Management | Syneos Health | Remote, MA | Aug 2023 – Jun 2026

- Led product strategy for a \$10M+ AI/ML clinical trial intelligence platform integrating 8+ internal and external data sources across regulated healthcare workflows.
- Defined product strategy, roadmap, vision, PRDs, backlog priorities, release planning, and success metrics for an AI/ML clinical trial intelligence platform integrating CTMS, EDC, CDMS, Veeva Vault Clinical, Salesforce CRM, RWD/RWE, operational, clinical, financial, and third-party clinical data to power study planning, country/site selection, HCP targeting, enrollment forecasting, activation cycle time predictions, and operational analytics.
- Defined analytics product strategy and adoption metrics across engagement, retention, usage, and business impact, driving 35%+ adoption growth and measurable business impact.
- Defined PM-led strategy for LLM/RAG and agentic workflow concepts, including orchestration logic, human review, governance checkpoints, trust signals, and adoption metrics.
- Built AI governance and validation workflows covering human review, access controls, output quality, model risk concepts, and audit-ready documentation.
- Managed & mentored team of 8 Product Managers, Product Owners, UI/UX Designers & Analysts through 0 to 1 PDLC.

Product Manager, Workflow and Analytics Platforms | eClinicalWorks | Westborough, MA | Nov 2015 – Aug 2023

- Owned product roadmap for healthcare SaaS workflow and analytics products across EHR, RCM, claims, and value-based care, serving 150K+ providers.
- Defined and launched a configurable payer/billing rules engine, driving a 20% increase in first-pass claim approval rate.
- Led customer discovery through interviews, site visits, workflow analysis, and usability feedback, converting provider pain points into launch-ready product capabilities.
- Launched self-service analytics and decision-support tools that automated manual workflows, achieving 60%+ adoption.
- Led healthcare data exchange across HL7/FHIR, X12/EDI, APIs, claims, eligibility transactions, and healthcare systems.

Client Relationship Manager | eClinicalWorks | Westborough, MA | Oct 2011 – Oct 2015

- Partnered with enterprise health systems across implementation, support, and product teams to identify clinical, billing, reporting, and operational workflow gaps.

EDUCATION

Master of Science, Biomedical Engineering *New Jersey Institute of Technology*

Bachelor of Engineering, Biomedical Engineering *University of Mumbai*