

JIGGER SHAH

shahjigger@gmail.com | LinkedIn | +1 (862) 579-8507 | Hopkinton, MA 01748

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, 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 and data driven products that improve adoption, workflow efficiency, data quality, and operational outcomes.

CORE COMPETENCIES

- **Healthcare SaaS Product Management:** EHR/EMR Workflows, Clinical Workflows, Digital Health, Provider Operations, Patient Engagement, RCM, Claims, Billing, Payer Workflows, Patient Safety, PHI, HIPAA
- **Product Strategy & Delivery:** Product Strategy, Product Vision, Roadmaps, 0-to-1 Product Development, 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 Exposure, X12/EDI, APIs, Interoperability, Legacy Healthcare Systems, Figma, SQL, Databricks, Power BI, Azure ML, PDLC/SDLC

PROFESSIONAL EXPERIENCE

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

- Led product strategy for a \$10M+ AI/ML intelligence platform integrating 8+ internal and external data sources across regulated healthcare workflows.
- Owned discovery, roadmap, PRDs, backlog priorities, release planning, and success metrics for data-driven products used by clinical, commercial, analytics, and operations stakeholders.
- Translated ambiguous stakeholder needs into roadmap narratives, PRDs, success criteria, release priorities, user stories, user journey mapping, acceptance criteria, KPI reporting, and executive decision frameworks for VP/SVP stakeholders.
- Partnered with UX, engineering, data science, clinical teams, and business stakeholders to deliver intuitive workflow-aligned experiences that reduced cognitive and administrative burden.
- 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 & Data 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 and achieved 60%+ adoption.
- Led healthcare data exchange across HL7/FHIR, X12/EDI, APIs, claims, eligibility transactions, and healthcare systems.
- Partnered with engineering, QA, implementation, support, and compliance teams to deliver HIPAA-aligned releases across EHR, claims, reporting, and healthcare data workflows.

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.
- Translated provider, billing, and operational feedback into roadmap priorities, workflow improvements, and customer-facing product recommendations.

EDUCATION

Master of Science, Biomedical Engineering New Jersey Institute of Technology

Bachelor of Engineering, Biomedical Engineering University of Mumbai