**Abhijeet Singh**  Cell # (732) 242 4240

e-mail: singhabhijeet082@gmail.com

**CAREER SUMMARY**

Versatile professional with over 9 years of experience. Committed to building high-performance technical & functional teams. Graduated in computer applications with **8 years experience in US Healthcare IT domain(EHR)**.

**SELECTED ACCOMPLISHMENTS**

* **Certified Project Manager/Implementer for Meditab** and **certified trainer for eClinicalWorks**. As a special interest in learning various EHR also tried using Practice Fusion & installed open source OpenEMR.
* Implemented multiple, concurrent successful projects with different specialties (Allergy, Internal Medicine, Psychiatry, Orthopedic, Pain Management, Pulmonolgy, Cardiology, OB/GYN & Pediatrics). **Majority entrerprise implementation.**
* Successfully configured, trained all implementation projects for **Meaningful Use**.
* Presented on various modules at Meditab's annual resellers summit & user group meeting including advanced Systems Parameters/Item keys. Also, was invited to represent eClinicalWorks in National Users conference.
* Served as a key resource and SME to multiple departments including PM, EMR, Billing & technical documentation team.
* Served as Implementation Manager (US, India & Philippines) which served function of assigning projects, conducting routine meetings to address and resolve client issues and training concerns, track project progress and perform Quality Checks prior to Go Live. Managed 98 projects including PM , EMR and Billing over 10 specialties with a team of 9 project managers and remote staff from remote offices.
* Worked creating blank databases for ***different specialties*** to be used for install kit while installing Meditab's EHR including review of 1300 system parameters, 250 user parameters.
* Managed content and features/ functionality of the implementation project plan including milestones, tasks, checklist and forms of project plan collaboration with key resources and tracking of progress. Owner of base project plan.
* Suggested a support portal design which would help proper routing of client calls based on the skill sets of SME's to improve user experience, timely and quick response, workforce forecasting and planning. Also, publishing a knowledge base which can be used by clients for most common issues which was liked & highly appreciated by the executive team. Was assigned to get the idea implemented which help improve support operations.
* Developed executive dashboards showing the productivity of each office location, resources office wise and overall productivity of team members based on training hours, no. of support cases, aging of projects, aging of cases, revenue release & outstanding revenue.
* Experienced working with development and QA team to get new features or industry changes implemented.
* Successfully trained more than 450 employees in the US, India and the Philippines office on various EHR applications (product customization/setup and technical implementation) to support and implement EHR and related products. Highly efficient in building internal training programs and training portal.
* Successfully **completed 40 Hrs PDU** necessary for **PMP certification**.

**Experience**

***Meditab Software Inc - Oakland, CA,* October 12 - Till Date**

**EHR Implementation Specialist**

* Effectively educate and guide Client’s Core team, end-users, and new internal employees on software configuration and front end functionality to ensure proper utilization of the Meditab software and ancillary applications.
* Exercise independent judgment to organize and plan client sessions to ensure each session is tailored to the individual client need in respect to their specific practice workflow and procedures.
* Perform analysis of client’s databases and take the appropriate course of action. Action taken may include but are not limited to:
  + Verification software is working in accordance with Meditab's Healthcare published manuals.
  + Correct/address issues and/or problems identified during analysis.
  + Communicate/escalate issues/problems to the appropriate department to promptly and effectively address issues.
* Perform software customizations, ranging from basic to complex, in accordance to client customization requirements. Process requirements for enhancements and/or new features to the appropriate department.
* Responsible for ensuring the execution of all goals and tasks during a client session.
* Facilitate the management of client expectations during the implementation process including, but not limited to, discussions with Customer/ Project Manager regarding potential delays in the implementation as a result of missed or incomplete task/milestones.
* Document all client interactions including telephone calls, client sessions, e-mail, etc. This data is used to determine next steps and/or by Project Manager/Coordinator or Management to resolve client issues/ requests.
* Independently manage client communication including, but not limited to, ensuring accurate and timely follow-up to client questions and issues. Implementations Specialists are authorized to respond to client e-mail inquiries, schedule and conduct telephone calls, and/or brief webinars to ensure critical issues/ problems are being addressed.
* Attend Client and internal meetings, as requested, to provide subject matter expertise on the Meditab software and/or ancillary applications.
* Provide recommendations/suggestions for product enhancements based on expertise utilizing software and real-world experience working with the Meditab Healthcare Client base.
* Independently manage multiple priorities (i.e. customer sessions, follow-up questions, internal/external support, etc) while maintaining a high-level of service and customer friendly manner.
* Use discretion and determine independently next steps while on-site at a Client location.
* Provide consultation advice to clients and other Meditab department managers/employees
* Provide input to short-term and long-term plans, i.e. action plans to resolve customer implementation issues.
* As requested, provide mentoring to new Implementation Specialist staff to facilitate a faster integration into the company and department.
* Contribute suggestions and/or preliminary drafts for new and/or improving existing training tools/documentation.
* Provide recommendations/consultation to Management on areas for departmental or implementation process improvements.
* Independently develop and design Client presentations.
* Sustain detailed product knowledge for existing versions and new versions of Meditab software.
* Submit accurate timesheets, in accordance with Company policy, to ensure Company is able to generate and send accurate and timely invoices and corporate financials.
* Independently submit travel requests for upcoming Client sessions/meetings.
* Travel nationally.

***Meditab Software India Pvt. Ltd, Ahmedabad, India***

**Operations Manager, 19th March 2012 till 30th September 2012**

* The majority of time was to work in branch office (Intellmed, Inc) of Meditab Software Inc in the Philippines to streamline operations, HR activities & train employees hired in Tech Support, Implementation, Outsourcing teams, etc.
* Was successful in recruiting and training 60 employees during the trip in the Philippines (4 months approx.)
* Was also successful to lay down HR policies in the Philippines working with Office Manager and company attorney.
* Was successful to find and implement a HRMS solution which was designed to support legal requirements for India as well as the Philippines.
* Was responsible to enforce organization branding awareness with internal employees.

***eClinicalworks – Ahmedabad, India***

**Team Lead: Operations & Training (Product & Implementation), August 09 – March 12**

* eClinicalWorks started a new location in Ahmedabad and was hired within few months of inception to train employees of EHR.
* Worked Human Resources team to recruit employees for various Line of business.
* Was successful in training approx 330 employees in the span of a year and a half.
* Was responsible to start various new Line of business working closely with all stakeholders.
* Defining parameters for performance reviews and completing performance reviews, Plan staffing in different shifts and other operational tasks.
* Handling change management to enforce process changes declared as per expectations by management.
* Assuring quality performance of the team as per defined SLA and Processes.
* Continuous review of cases/tickets reported by clients and assigned to teams.
* Ensuring that ticket/cases are being resolved in defining TAT and SLA.
* Taking escalations if the tickets/cases as required.
* Meeting Daily/Weekly/Monthly with all LOB leads or workload managers to discuss trends and challenges.

***Meditab Software India Pvt. Ltd, Ahmedabad, India***

**Implementation Consultant, May 07 till July 09**

* Define and initiate projects to manage cost, schedule, and performance of component projects, while working to ensure the ultimate success and acceptance of the program.
* Proactively managed systems development, implementation and risk via the use of SDLC.
* Manage the development and maintenance of implementation portions of project.
* Mentored staff in methodology and consulting excellence and encouraged best practice in project management and project planning.
* Manual Testing on software at our side whenever a new exe is being generated and reporting bugs to developers.
* Involved in Pre Feasibility Study and Implementation of the Project.

***Pagepoint Services Pvt. Ltd, Ahmedabad, India***

**MIS Coordinator, May 04 till Aug 05**

* Creating reports to create bills for Prepaid & Postpaid Inbound Campaign for a telecom company.
* Generating daily reports, weekly & month end reports to calculate productivity.
* To barge calls to rate agents on quality service provided to customers

**Education**

**Gujarat University, Ahmedabad, India**

Bachelors of Computer Application - Apr 2007