NIKHILA VEERAMALLA

Project Manager
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PROFESSIONAL SUMMARY

Healthcare IT project management professional with 5 plus years of experience and Project Manager at ToothSure, a healthcare software company, leading Agile delivery across multiple workstreams with distributed onshore and offshore teams. Runs sprint planning, backlog management, estimation, forecasting and budgeting, and leads releases from go live readiness and UAT through deployment and post launch support, shipping 80 plus digital platform and content deliverables, cutting cycle time 40 percent, and conserving 25 percent of early stage budget through process improvement and workflow automation. Holds a Master of Science in Health Information Technology and a clinical background, partners with engineering in Python, SQL and data platforms, holds releases to compliance standards and customer security review, and previously owned EMR data quality outcomes at G Technologies, coordinated case activity and deadlines at Shiraz Law Firm, and ran daily operations at a high volume dental clinic.

SKILLS

- **Delivery:** Agile, Scrum, Kanban, Lean, project planning, sprint planning, scope management, backlog management, resource management, estimation and forecasting, time management, budget management, release management, stakeholder management, risk management, dependency management, project governance, change control, change management
- **Data and Analytics:** data quality profiling, dashboards and reporting, healthcare workflows, clinical documentation, insurance eligibility, pre authorization and claims support, Python and SQL
- **Technology and Cloud:** Microsoft Azure and AWS cloud platforms, APIs, microservices and system integrations, EMR and EHR systems, SDLC
- **Design and Collaboration:** UI/UX design, written status reporting for business and technical leadership
- **Tools:** Jira, Confluence, Asana, Azure DevOps, Power BI, Figma, Microsoft Teams, Slack, Zoom, Google Workspace, Miro, SharePoint, Claude, ChatGPT, Gemini, Copilot, Muse

PROFESSIONAL EXPERIENCE

Healthcare Project Manager | ToothSure | Remote | Jun 2024 to Present

- Lead Agile delivery of the ToothSure healthcare software platform from concept to launch, taking product ownership of the roadmap, release plan and delivery across workstreams in software, content design, data and clinical review. Lead a cross functional team of 18, 10 onshore organization staff and an 8 person offshore team, with contract staff in marketing, sales and other functions engaged as project requirements demand.
- Manage dependencies, estimation and feature commitments across time zones, with roles and accountability mapped in a RACI chart, keeping delivery aligned, visible and predictable.
- Run sprint planning in two week sprints, Product Backlog refinement and prioritization in Jira, and story point estimation; write user stories with measurable acceptance criteria and a clear Definition of Done, so teams know what they are building and how it will be verified.
- Acting as Scrum Master, facilitate Daily Scrum stand ups, Sprint Reviews and Sprint Retrospectives across distributed teams on Microsoft Teams and Slack, capture lessons learned, and track decisions, action items, risks and risk mitigation in a risk register and RAID log in Confluence and Azure DevOps, clearing impediments so commitments carry cleanly between sprints.
- Ran Kanban boards for support and enhancement work suited to continuous flow, alongside sprint based delivery for planned feature work.
- Own budgeting for delivery, tracking spend against the early stage budget with estimation and forecasting, achieving cost savings of 25 percent of early stage budget through continuous improvement and workflow automation.
- Coordinate quality assurance and UAT with internal testers and clinical reviewers, including professors and clinicians at a partner university, confirming acceptance criteria are met, logging defects by severity and clinical risk through structured issue tracking, and gating releases on the results. After launch, run bug triage and feedback cycles, prioritizing fixes and converting corrections into tracked work for the next iteration.
- Lead end to end release planning and coordination: go live readiness reviews, compliance checks, formal change control and change approvals, deployment coordination, launch communication with the digital marketing team, and post launch support and hypercare with users and stakeholders, with monthly releases and a record of on time delivery.
- Drive discovery with practicing clinicians and reviewers, retiring two feature concepts that failed validation and protecting roadmap focus on what users need.
- Define product UI/UX requirements with wireframes and prototypes in Figma, running usability sessions with clinical users to improve navigation and task completion.
- Partner with engineering on platform features built on Microsoft Azure and AWS cloud platforms, working through APIs, microservices and system integrations with clear requirements and acceptance checks.
- Led change management as onshore and offshore teams adopted new delivery processes and systems, coaching and mentoring members on Agile methodology and the delivery practices each project needed.
- Provide executive reporting on delivery status, timelines, risks and milestones to founders and business and technical leadership, through delivery metrics dashboards in Power BI and clear written updates stakeholders can act on.

Project Manager | G Technologies | Remote | Jan 2024 to May 2024

- Planned and tracked a healthcare IT project improving EMR data quality across clinical and educational systems, as part of a 20 person team, setting up the project charter and work breakdown structure and coordinating scope, schedule and deliverables with engineering and product stakeholders, tracking project resources and progress against plan and budget.
- Led requirements gathering for the data validation work and coordinated validation and acceptance testing of the data checks, setting criteria each dataset had to meet, verifying every fix, and confirming stakeholder acceptance and sign off before each release went live.
- Validated and profiled large EMR extracts hands on in SQL, Transact SQL and Python, checking field completeness, missingness patterns and referential integrity.
- Diagnosed data inconsistencies corrupting downstream reporting, traced each to its root cause in the source system, drove corrections to verification with engineering, and monitored corrected data after release to confirm downstream reports stayed accurate.
- Documented 15 plus technical workflows, validation rules and testing procedures in structured reports, giving stakeholders a clear record of how each result was produced and checked; coordinated rollout of validated checks into regular reporting use and supported teams using them after go live.
- Reported project status, risks and resolution timelines to stakeholders.
- Analyzed prior authorization and utilization management workflows in the EMR during project discovery, mapping where clinical documentation drives coverage decisions.

Project Coordinator | Shiraz Law Firm | Michigan | Aug 2023 to Dec 2023

- Coordinated attorney calendars and meetings, covering internal and client meetings, conferences and hearings, arranging logistics, materials and vendor management in advance so each session ran on schedule.
- Maintained document organization, records retention and version control across 100 plus active case documents, standardizing file naming, storage and updates, and handling sensitive material with accuracy and confidentiality.
- Supported new matter opening, preparing engagement letters and new matter memoranda and assisting with the conflicts process, checking each matter package for completeness and accuracy before partner sign off, so every matter was complete and cleared before work began.
- Coordinated time sensitive projects and administrative requests, prioritizing assignments against shifting deadlines in a fast paced environment and flagging court dates and deliverables early.
- Coordinated attorney travel and scheduling, collaborated across firm departments on complex assignments and initiatives, and prepared status updates for partners on progress and open items.
- Followed up after meetings and deadlines so action items were completed and open work was handed over with clear status.

Project Coordinator | Dr. Arvind Dental Clinic, India | May 2021 to Jun 2022

- Coordinated daily patient scheduling and appointment flow across provider calendars in a high volume practice, sequencing 20 plus patients per day and reshaping schedules around delays and urgent cases so clinical time stayed fully used.
- Coordinated treatment cases end to end, tracking treatment plans, follow up visits, referrals and laboratory work, chasing outstanding items so no case stalled between appointments.
- Served as coordination point between dentists, dental assistants, the front office and patients, relaying schedule changes, case status and next steps so every party worked from the same information.
- Maintained EHR across 1,000 plus patient interactions, auditing treatment documentation for completeness and accuracy against documentation and compliance standards.
- Coordinated insurance eligibility checks, pre authorizations and claims documentation, gathering records each submission required, checking claims packages for completeness before submission, and tracking approvals so treatment and billing stayed on schedule.
- Tracked daily operations, patient volume and pending cases, reporting practice status and bottlenecks so scheduling and staffing decisions used current information.
- Supported updated scheduling and records routines as they went live, helping the front office team settle into the new process.

HIM Coordinator | Drs. Sudha & Nageswara Rao Siddhartha Institute of Dental Sciences, India | Apr 2020 to Apr 2021

- Maintained and organized patient health records across clinical departments, including COVID case records, checking each for completeness and accuracy and standardizing how files were assembled, stored and retrieved.
- Rolled out the standardized records process across departments so every team followed the same procedure once it went live.
- Coordinated patient information and case file flow between departments, tracking requests against timelines and following up with staff so records were available when needed for care and review.
- Audited charts and records against documentation standards, flagging missing or incomplete entries in routine and COVID case documentation and following up with responsible teams until every gap was closed.
- Volunteered in the college COVID testing effort, coordinating test records and results documentation so testing information stayed organized, accurate and available to the departments that needed it.
- Prepared health information summaries and statistics for department reviews, supported classification and coding of diagnoses and procedures for records and reporting, and processed release of information requests under institute privacy and confidentiality procedures.

EDUCATION

- Master of Science, Health Information Technology, University of Michigan, Dearborn, Apr 2024
- Bachelor of Dental Surgery, Dr. NTR University of Health Sciences, India, 2020