ANIKET PATIL

Business Analysis • Salesforce Health Cloud • AI Solutions • Product Development

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PROFESSIONAL SUMMARY

Salesforce Business Analyst with 3 years of experience owning requirements, configuration, and release delivery for a Health Cloud platform used by frontline healthcare team across health centers. Solo-built and shipped a RAG + LLM HR chatbot (OpenAI API) that cut HR support requests by 60% and independently built a Flutter/Supabase patient app now in pilot. Strong in stakeholder management, UAT, API integrations, and production support.

WORK EXPERIENCE

Business Analyst – Salesforce

August 2023 – Present

Azim Premji Foundation — *Bengaluru, Karnataka*

- **AI Product Delivery (self-initiated)** — Solo-designed and built a RAG + LLM-powered HR chatbot (OpenAI API, deployed as a Slack/Teams bot) that autonomously resolved policy, leave, insurance, and reimbursement queries for 4,000+ employees, cutting inbound HR support requests by 60%.
- **Product Ownership** — Own the enhancement backlog for a Salesforce Health Cloud platform used by Community Health Associates, nurses, doctors, pharmacists, lab technicians, RHA supporting healthcare operations across 10 health centers serving thousands of patients; gather requirements from business and clinical stakeholders and convert them into functional specifications and user stories.
- **Salesforce Configuration** — Administer profiles, permission sets, roles, sharing rules, validation rules, Flows, approval processes, custom objects/fields, record types, page layouts, and Lightning apps to support evolving business processes.
- **Release Management** — Lead UAT, functional, regression, and smoke testing across releases shipped twice monthly; coordinate change validation, signoff, and post-deployment verification ensuring stable production deployments.
- **Systems Integration** — Troubleshoot integration failures across SLIMS (Lab), Wondersoft (Pharmacy), and external auth APIs — payload validation, auth errors, and data sync issues.
- **Production Support** — Deep platform knowledge enables faster root-cause identification on incidents, helping developers resolve bugs without their own RCA from scratch.
- **Reporting & Insights** — Build and maintain Salesforce reports and dashboards used by leadership to track operational performance across Community Health, Mental Health Screening, and Referral Management modules.

PROJECTS

Patient Health App — Solo Build (*Flutter, Supabase, Claude Code)*

- Identified that patients at our health centers had no way to access their own medical records, vitals, or upcoming visit reminders, and independently designed and built a mobile app enabling patients to securely view prescriptions, lab reports, visit history, vitals, and appointment reminders. **Owned the entire build solo** — from wireframes through a working Flutter app on a Supabase backend, using Claude Code to accelerate development.
- Currently in pilot with a live user group, gathering feedback to refine before wider rollout.

Referral Tracking App — In Design (*Figma, Claude Design)*

- Designing an app for Referral Health Associates (RHAs) to track patient referrals from doctors, log follow-ups, and manage hospital-visit navigation and support — workflows currently handled manually.
- Drawing on firsthand knowledge of the existing Salesforce-based referral process to gather requirements directly from the RHA user group and shape the feature set.

SKILLS

- Salesforce: Health Cloud, Flows, Validation Rules, Approval Processes, Reports & Dashboards, Security & Access Model, Data Loader
- Business Analysis: Requirement Gathering, User Stories, Functional Specs, UAT, Impact Analysis, Stakeholder Management, Agile/Jira
- Integrations & Data: REST/SOAP APIs, Postman, SOQL, SQL, Power BI
- AI Engineering & Product: RAG/LLM Application Development (OpenAI API), Claude Code, Flutter, Supabase, Wireframing (Figma, Miro, Claude Design), Product Requirement Documentation

EDUCATION

- Diploma in Mechanical Engineering — KLS Shri Vasantrao Potdar Polytechnic, Belagavi (76%) — May 2018
- Bachelor of Engineering, Mechanical Engineering — S.G. Balekundri Institute of Technology, Belagavi (CGPA 8.1) — June 2022
- Certification: Data Science using Python Programming — January 2023