NASIR KHAN

Digital Product & SaaS Professional | IT Business Analysis | Software Project Coordination

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PROFESSIONAL SUMMARY

Business and digital solutions professional with 25+ years in operations, stakeholder management and hospital software/IT coordination. Since founding Digi Craft Studio in April 2026, have directed AI-assisted website, Android app and SaaS initiatives through requirements, workflows, UX/UI review, functional and REST API testing, and release coordination. Training includes Claude AI, data analytics, Postman API testing and AI mobile app development. Interested in IT business analysis, digital product ownership, software implementation and project coordination.

CORE COMPETENCIES

Product & analysis: Requirements gathering, business process analysis, SaaS planning, functional specifications, user stories, acceptance criteria, stakeholder management, client discovery.

Testing & delivery: Functional testing, REST API testing (Postman), UAT coordination, defect tracking, mobile app prototyping, Android app planning, UI/UX review, implementation and deployments.

Technology & data: AI-assisted web/mobile development, Claude and LLM workflows, prompt engineering, n8n automation, data analytics, KPI reports, digital transformation, hospital IT systems.

DIGITAL PRODUCTS & TECHNOLOGY EXPERIENCE

Founder & Director | Digi Craft Studio

Jalandhar, Punjab, India | Apr 2026 – Present

- Translate client and business goals into requirements for websites, SaaS platforms and mobile applications, including user journeys, access rules and acceptance criteria.
- Coordinate AI-assisted prototyping, UX/UI reviews, functional testing, defect resolution, system integration checks and release/deployment readiness.
- Oversee website/CMS administration, responsive design, dashboards, SEO preparation, analytics, enquiry workflows and product planning for business automation.

SELECTED SOFTWARE & SAAS PORTFOLIO

Digi Craft Studio Website & Admin Platform

Website / CMS / Operations | Directed responsive website, admin dashboards, blog CMS, enquiries, newsletters, SEO readiness and visitor analytics requirements.

ClinicFlow AI – Clinic Workflow SaaS

Requirements / Testing / Releases | Defined clinic roles, outpatient workflows, patient-service functions and subscriptions; coordinated product testing and deployment preparation.

PayaGrid – Purchase & Payment Management SaaS

Business Analysis / Workflow Design | Specified multi-branch purchasing, invoice/OCR handling, approvals, partial payments, reporting and audit controls.

Mood Tracking – Published Android Mobile App

Completed / Google Play Store | Coordinated AI-assisted build reviews and testing for an app with quick mood check-ins, history, trend reports, home-screen widget, offline storage and CSV export.

Kittara – Community & Finance Management Mobile App

In Development | Defined member/organizer roles, payments, dashboards, events and user journeys; reviewed AI-assisted prototypes and workflows.

PROFESSIONAL EXPERIENCE

General Manager – Operations & Marketing | National Hospital

Jammu & Kashmir | Aug 2024 – Mar 2026

- Oversaw hospital operations, service delivery, marketing and cross-functional coordination; managed hospital software usage and IT requests, followed up system issues, and coordinated technology-enabled service workflows.

General Manager – Business Development | Johal Multispeciality Hospital

Punjab | Apr 2019 – Jul 2024

- Led institutional partnerships, market planning, referral relationships and collaboration across business and clinical teams; coordinated IT needs for reporting and business processes, user support and software-related issue resolution.

General Manager – Operations & Marketing | Sarvodya Hospital

Oct 2015 – Mar 2019

- Managed multi-functional hospital operations, marketing strategy and service-process improvements; oversaw departmental software requirements, routine IT coordination and staff adoption of digital workflows.

Center Head – Operations & Marketing | Vasan Eye Care Hospital

Jalandhar | Aug 2011 – Sep 2015

- Led centre operations, patient-service processes, staff coordination and local growth initiatives; managed branch-level hospital software processes, front-desk IT requirements and operational reporting.

Marketing Management & Operations Coordination | Mann Mediciti Hospital & Mann Scanning and Diagnostic Centre

Sep 2000 – Jul 2011 | Full-time; common ownership

- Managed marketing and outreach activities across both organizations, including a Marketing Manager role at Mann Mediciti Hospital; coordinated software and IT needs for patient services, marketing records, staff workflows and operational reports.

EDUCATION & INTERNATIONAL TRAINING

Bachelor's Degree | Chaudhary Charan Singh University, Meerut | 1995–1997

International productivity / healthcare sector training | Asian Productivity Organization (Japan) and Korea Productivity Center (Republic of Korea)

CERTIFICATIONS & TECHNICAL TRAINING

Claude 101 Certified | Anthropic Education (Skilljar) | Mar 2026 — Prompt engineering, LLM capabilities, structured AI workflows.

AI Mobile App Mastery & Build Mobile Apps with AI | Websoft Global IT Services & WPCLS | Jul–Aug 2026 — AI-assisted Android prototyping, UX/UI, API connectivity, release.

SaaS Business Mastery & Platform Foundations | AU Ventures & Delta 4 (Thinkific) | Nov 2025–Jul 2026 — SaaS lifecycle, subscriptions, onboarding and requirements.

Data Analytics Certification & Advanced MS Excel | Ira Edu-Tech (Isvari Tech) | Feb 2025 — EDA, KPI dashboards, business metrics and reporting.

Webservices API Testing with Postman (Complete Guide) | Udemy | Jan 2022 — REST endpoints, HTTP requests/responses and JSON validation.

Advanced WordPress & Web Application Administration | Roy Digital | Aug 2020 — CMS administration, responsive websites, SEO and deployment.

TOOLS & WORKING KNOWLEDGE

Claude AI and LLM prompts · Postman / REST APIs · n8n automation · AI-assisted web/mobile tools · Android prototyping · KPI dashboards · WordPress / SaaS administration · Hospital information systems · Advanced Excel, Word, PowerPoint · Google Analytics · UX/UI reviews · Functional testing / UAT · Hosting and deployment