

Karan Singh

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PROFESSIONAL SUMMARY

Discovery-focused product manager with 5+ years driving growth, retention, and adoption across AI-adjacent platforms inside one of the largest health systems in the US. Combines a hands-on builder mindset — including prototype development with AI coding tools and direct SQL analysis — with deep experience conducting user research, uncovering behavioral patterns in large datasets, and translating competitive insights into actionable product decisions. Track record of operating autonomously in ambiguous, high-stakes environments; equally comfortable leading clinician interviews, digging into churn data, and rubber-ducking product UX with engineers. Early-stage startup experience owning the entire client-facing and product feedback loop with no support structure. At HCA Healthcare, the Product Analyst role intersects with stakeholders, developers, end users, and clinical informatics teams.

CORE COMPETENCIES

Growth Reviews & Retention Analysis • User Interviews & Discovery Research • Churn & Activation Metrics • Competitive Landscape Analysis • North Star Metrics & KPI Definition • Data Analysis & SQL Querying • Behavioral Pattern Analysis • Product-Market Fit Assessment • Pricing & Packaging Strategy • AI-Assisted Prototyping • Autonomous Product Ownership • Async-First Collaboration • Cross-Functional Stakeholder Alignment • Agile Execution

PROFESSIONAL EXPERIENCE

Senior Product Analyst | HCA Healthcare

Apr 2025 – Present

- Own end-to-end discovery and growth lifecycle for EHR-embedded clinical modules across a platform serving thousands of clinical users, conducting opportunity assessment, user interviews, competitive analysis, and ongoing growth reviews to surface retention drivers and identify churn risk.
- Run monthly growth reviews analyzing EHR usage data and operational metrics to track activation, engagement, and task completion trends; diagnose process barriers and reprioritize roadmap investments based on findings.
- Lead onsite clinician interviews and observational research sessions to identify friction in care workflows, surface unmet user needs, and rapidly iterate, reducing care delays by ~30% across targeted workflows.
- Analyze behavioral patterns in large-scale usage datasets to understand which actions correlate with long-term retention vs. disengagement; translate findings into actionable product decisions and executive-ready rationale.
- Identify competitive landscape gaps and pricing opportunities across care delivery tooling; present recommendations to nursing leadership and corporate ITG for roadmap prioritization.
- Partner with engineers on product UX for new features, rubber-ducking concepts, providing just-in-time feedback, and coaching the team on discovery practices rather than directing delivery.

Product Analyst II | HCA Healthcare

Dec 2021 – Apr 2025

- Owned full product roadmap for a nurse-facing care platform serving 10,000+ clinical users, continuously iterating based on usage patterns, retention data, feedback loops, and evolving care protocols.
- Ran recurring growth and adoption reviews across medications, labs, and infection monitoring workflows; diagnosed engagement drop-offs and collaborated cross-functionally to remove institutional barriers to adoption.
- Conducted extensive clinician user research, interviewing nurses, operations leaders, and frontline staff to validate product hypotheses, surface behavioral insights, and align development priorities with real unmet needs.
- Used EHR operational analytics and SQL-based data pulls (AI-assisted and direct) to answer non-obvious product questions: which user behaviors predicted long-term engagement, where churn risk was highest, and how different segments used the platform differently.
- Assessed competitive tooling landscape in clinical decision support; framed feature parity gaps and pricing considerations for leadership to inform strategic roadmap decisions.
- Operated with high autonomy in ambiguous, high-stakes environments, structured undefined problems, prioritized competing initiatives, and drove outcomes with no micromanagement.

Product Liaison / Startup PM | Zentility, Inc.

May 2021 – Oct 2021

- Bridged business stakeholders and engineering in an early-stage startup environment; owned feature scoping, sprint coordination, and product feedback loops with full accountability and no management layer.

Customer Success Manager | ECI Software Solutions

Feb 2021 – May 2021

- Analyzed software usage patterns across enterprise clients to identify activation gaps and design targeted adoption strategies; drove measurable platform engagement improvements.

Customer Success Manager (Sole US Hire) | Enerex — Early-Stage Startup

Jan 2018 – Dec 2020

- Joined as the company's first and only US hire, solely owned all US client relationships while coordinating directly with an offshore engineering team overnight, with no support structure, manager, or playbook.
- Defined user stories and managed the product feedback loop between clients and developers; drove 95% on-time feature delivery through autonomous backlog prioritization and sprint coordination.
- Operated as a solo generalist with extreme ownership across sales, support, product, and engineering coordination creating the exact startup DNA PostHog describes.

TECHNICAL SKILLS & TOOLING

Data & Analytics: EHR operational analytics, usage pattern analysis, behavioral cohort analysis, KPI/north star metric definition, churn & retention tracking, direct and AI-assisted SQL querying

AI & Prototyping: Hands-on with Claude, ChatGPT, CursorAI, Gemini for prototyping workflows and accelerating product iteration; Figma Make for UI mockups. Treats AI as a force multiplier for fast discovery and validation

EHR Platforms: Epic, Cerner, Meditech: embedded workflow design, integration architecture, clinical application support

Interoperability: HL7 (ADT, ORU, ORM), FHIR: data pipeline scoping, integration validation, ground truth definition

Process & Collaboration: Async-first communication, user interview facilitation, competitive research, growth review facilitation, Agile/Scrum, stakeholder presentations

EDUCATION

Associate of Science | Oklahoma City Community College