

Pallavi Verma

Digital Health Program Delivery | M&E Systems | CommCare & Connect Platform

Email: vermapallavi01947@gmail.com | Phone: +91-8619213068 | [LinkedIn](#) | [Portfolio](#)

Jaipur, India | Languages: English (fluent), Hindi (native)

PROFESSIONAL SUMMARY

Project Analyst with 4+ years across digital health and SaaS. At Dimagi, delivered three large-scale programs on CommCare, including frontline-worker apps deployed through its Connect platform across India and Sub-Saharan Africa, and designed the M&E systems behind them. Brings an adaptive, builder mindset: led a team at Byju's without prior management experience, stepped into new Connect program areas as they emerged at Dimagi. Independently shipped a personal AI automation tool outside formal training.

CORE SKILLS

- **Digital Health Platforms:** CommCare app design (modules, role-based logic, conditional validations, case-linking); Connect platform (frontline-worker apps, verification workflows, payment-linked service delivery)
- **Monitoring & Evaluation:** M&E system design, KPI dashboards (Excel), data quality audits, drop-off and outcome analysis, program iteration
- **AI & Automation:** End-to-end builds with Python/Flask, n8n on Docker, Gemini and Gmail APIs; prompt engineering; AI-assisted development workflows
- **Implementation & Leadership:** Frontline worker training, multi-stakeholder coordination, SOP development, team management
- **Other Tools:** CommCare, Connect, Excel (advanced), Power BI, Google Workspace, Jira, Asana, Salesforce, HubSpot, Microsoft Suite

WORK EXPERIENCE

Dimagi | Technical Project Analyst | May 2023 – Sept 2025

- Designed M&E systems used across 3 program implementations: 15+ KPI dashboards (Excel), drop-off analysis, and data quality workflows used by program leadership for iteration; reduced data inconsistencies by ~20% through validation rules and case-linking.
- Trained and onboarded 100+ frontline workers across 5+ implementation partners through live sessions and structured documentation (SOPs, user manuals, field-ready job aids); sustained 90%+ platform adoption.
- Repeatedly took on new Connect program areas as they emerged at Dimagi, an adaptive ownership style recognized by leadership.

Kangaroo Mother Care | Maternal & Newborn Health

- Built the digital KMC data collection platform (CommCare app deployed on Connect) used by 5 implementation partners across India and Sub-Saharan Africa, enabling frontline workflows for preterm and low-birth-weight infants.
- Conducted field discovery with clinical leads and FLWs to map the KMC care pathway and translate it into structured digital modules.
- For African partner implementations, designed Excel-based dashboards tracking risk flags, follow-up adherence, and intervention timelines; iterative workflow design improved program efficiency by 18%.

group Problem Management Plus (gPM+) | Mental Health

- Supported delivery of group mental health interventions to 2,500+ clients across 300+ therapy groups in three regions, with operational oversight for ~150 frontline workers and ~30 supervisors.
- Used engagement and attendance data to forecast resource needs, improve workforce planning, and surface reporting inconsistencies for resolution.

Child Health Campaign | Healthcare Commodity Distribution

- Improved digital tracking and performance monitoring for healthcare commodity distribution across three priority states.
- Identified regional uptake disparities through Excel analysis, enabling targeted outreach adjustments across 5 partner organizations.

Think & Learn Pvt Ltd (Byju's) | Product Specialist | Aug 2021 – Jan 2023

- Managed onboarding and direct support for 200+ users in an EdTech product environment, building rapport across a wide range of profiles.
- Identified recurring issue patterns from user feedback and surfaced them to product and process owners for documentation and workflow improvements.
- Stepped into a team lead role without prior management experience; led 5 team members in onboarding workflows, issue resolution, and individual performance for service delivery to 200+ users.

PROJECTS

AI-Powered Job Application Automation | Independent Build | 2026

- Designed and shipped an end-to-end automation tool that scrapes job listings, filters by fit, and drafts tailored resumes and cover letters as PDFs delivered to inbox as daily digest.
- Two parallel versions running locally process ~100 listings per week into ~25 applications, cutting per-application prep time from ~2 hours to ~10 minutes. Stack: Python/Flask, n8n on Docker, Gemini API, Gmail API. Built self-taught using AI-assisted development.

EDUCATION

Bachelor of Technology – Electronics & Communication Engineering (2017–2021), Poornima University, Jaipur

CERTIFICATIONS

Atlassian Agile Project Management Professional Certificate ([Atlassian](#), [LinkedIn Learning](#)) • Career Essentials in Project Management ([Microsoft](#), [LinkedIn Learning](#)) • Agile Foundations ([PMI](#), [LinkedIn Learning](#)) • Data Analysis using MS Excel ([Coursera](#)) • Business Analysis & Process Management ([Coursera](#))