

Target: **PRODUCT MANAGER | ENTERPRISE & SOLUTIONS ARCHITECT** **INNOVATION & TECHNOLOGY EXPERT ♦ CERTIFIED SCRUM MASTER ♦ SIX SIGMA GREEN BELT**

*Define and implement product strategies that make business opportunities a revenue generating reality.
Deliver products that grow the business while improving existing business systems and processes.*

- ▶ **Facilitate group productivity and excellence** by communicating effectively and bringing people together. Engage and motivate people cross-functionally within other departments, even without direct authority.
- ▶ **Utilize a metrics-based approach** to look at data from different perspectives to determine the best solution for a business for any given problem, no matter how complex.
- ▶ **Define and champion a strategic product vision** that delivers impact across multiple product domains.
- ▶ **Engineer solutions and exceed customer expectations** by launching optimized technology processes.

Key Capabilities

- ▶ Customer Focus
- ▶ Business Intelligence
- ▶ Lean Six Sigma
- ▶ Regulatory Compliance
- ▶ Change Management
- ▶ Process Design & Improvement
- ▶ Agile & Waterfall
- ▶ Requirements Gathering
- ▶ Creative Product Development
- ▶ Project Management
- ▶ Trend Monitoring & Forecasting
- ▶ Business Process Analysis

Professional Highlights

Homewatch CareGivers | Greenwood Village, CO **2021 to Present**
Pioneer in the home care industry, dedicated to advancements, best practices, and health care policies of the home care and senior care industries.

Snapshot: Lead a high performing team responsible for practice management software usage and technology implementations. Serve as the business liaison to prioritize customer needs with vendors. Anticipate and mitigate system related challenges to drive adoption, data integrity, and best practices of the software products and third-party integrations. Develop and maintain training and resource strategies that empower independent customer learning and problem solving.

PRODUCT MANAGER

Selected Contributions:

- ♦ **Migrated to a new billing module seamlessly** by employing change management principles and delivering training, materials, and additional resources to the franchise owners.
- ♦ **Elevated business performance** by spearheading live training platform to instruct new franchise owners on the practice management system.
- ♦ **Raised customer satisfaction and empowered end users to be less dependent on IT** by devising information resource hub for commonly asked questions on the practice management system.
- ♦ **Boosted staff productivity** by collaborating with vendor and franchise owners to roll out text messaging, so that employees received notification about upcoming shifts.
- ♦ **Enhanced business operations (productivity and revenue)** by working closely with franchise owners to build a modernized reporting infrastructure.

Fresenius Medical Care | Greenwood Village, CO **2017 to 2021**
National kidney dialysis services company with 70K employees, network of 4K outpatient dialysis centers, serving 345K patients across the country.

Snapshot: Defined product strategy and evolved technology roadmap for the development of new software products and services. Worked with the business teams (compliance, infection control, policy, regulations, information technology, business operations, and medical staff) to create new customer solutions.

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PRODUCT OWNER

Selected Contributions:

- ◆ **Increased revenues \$2M in 1 year and \$10M in 4 years** by maturing an unprofitable product and initiating an automated billing solution for the first time.
- ◆ **Realized \$2M annual cost reductions** by devising a database architecture that scraped and downloaded invoices from 5 different telecommunication vendors.
- ◆ **Improved ROI \$2M in nursing overtime costs and eliminated \$450K annually in vendor costs** by generating a centralized scheduling system with secure messaging functionality.
- ◆ **Enabled medical staff to visualize a 360-degree view of the electronic record** by connecting with developers, clinicians, and leaders to create an easy patient matching process.



Gaia Software, LLC | Littleton, CO **2016 to 2017**

Industry leader in providing dialysis facility management tools and consulting services offering integrated EMR, billing, and financial software designed to meet the unique needs of independent and hospital-based dialysis facilities.

Snapshot: Drove the EMR technology vision for entire customer base. Partnered with nephrology clinical specialists, business and reimbursement experts, and engineering teams to assess the value, usability, and feasibility of software applications and interface features. Crafted and mapped implementation plans. Accountable for all IT functionality: Group Policies, server management, data storage, backups, and retention.

PROJECT MANAGER (ENTERPRISE ARCHITECT)

Selected Contributions:

- ◆ **Completed several key client projects successfully** by managing the planning, requirements gathering, design, verification, quality, deployment, and maintenance processes.
- ◆ **Ensured a stable business environment** by monitoring and maintaining servers, network, security, and backups.

American Pathology Partners | Aurora, CO **2014 to 2016**

National pathology laboratory serving physician offices, hospitals, and surgery centers with sub-specialized anatomic and molecular pathology services.

Snapshot: Tasked with taking on technology projects designed to improve internal processes as the sole software engineer, delivered new business capabilities, and provided easier access to patient information by medical staff.

APPLICATION ENGINEER

Selected Contributions:

- ◆ **Garnered \$30K in annual savings** by designing and executing a Mirth and Java based billing system that automatically parsed and sent data to different medical software systems.
- ◆ **Expanded and refined patient lab tests** by building a new system that aggregated data from multiple sources and converted patient results into a readable format for the clinicians and pathologists.
- ◆ **Streamlined laboratory lifecycle workflows** by serving as the technical SME and project lead to migrate data and implement to the LigoLab EMR solution.

TIAA | Denver, CO **2007 to 2014**

Fortune 100 financial services company providing financial services in the academic, research, medical, cultural, and governmental fields with 16K employees serving 5M active and retired employees participating at more than 15K institutions.

Snapshot: Guided the organization throughout company's lean journey and worked with 20+ teams to become more efficient and effective. Certified Six Sigma Green Belt and functioned as a coach. Provided training in a classroom environment and one-on-one. Stepped in as a manager, as needed, to form new teams or transition a team to lean practices.

SENIOR RECONCILIATION & CONTROLS ANALYST

Selected Contributions:

- ♦ **Decreased staff overtime 4K hours annually when processing retiree payouts and amplified productivity 28%** by conceptualizing a workflow management improvement initiative.
- ♦ **Reduced the average Support Center call time 90 seconds and augmented quality 66%** by reorganizing existing systems to make changes without additional call time.
- ♦ **Added to organization's lean successes** by introducing fraud detection capability for new online loan processing system and pioneering a process to identify unclaimed checks.

Education & Certification

BS, Management, With Honors—GPA: 3.7

University of Phoenix, Phoenix, AZ

Six Sigma Green Belt

Deloitte, Denver, CO

Certified Scrum Professional (CSP)

Scrum Alliance, Denver, CO

Professional Scrum Master I (PSM I)

Scrum Alliance, Denver, CO

Technical Skills

Visual Studio ♦ .NET ♦ C# ♦ Java ♦ HTML ♦ PHP ♦ CSS ♦ SQL ♦ PowerBI ♦ Oracle ♦ REST API ♦ SQL Server ♦ SSIS ♦ MySQL ♦ JavaScript ♦ AngularJS ♦ jQuery ♦ SOAP ♦ Microsoft Office (Excel, Outlook, Visio, Access, and PowerPoint) VBA ♦ EMR ♦ SharePoint ♦ SharePoint Designer ♦ Reconciliation ♦ ReconNet ♦ JIRA ♦ Confluence ♦ Cortex ♦ LigoLab ♦ OmniPlus ♦ OmniStation ♦ Mirth ♦ Corepoint ♦ Epic ♦ Tableau ♦ Linux ♦ Group Policies (GPO) ♦ Amazon AWS ♦ Google Looker

Professional Affiliations

EncoreLink, IT company specializing in IoT solutions and software development services, Board of Director

Project Management Institute (PMI)

Toastmasters