

Professional Experience

R1 RCM (*Enterprise Software, Healthcare Billing*)

June 2022 – March 2025

Product Manager, Billing Underpayments

August 2023 – March 2025

Using physicians' contracts, our tool calculates the expected insurance payment. This calculation is matched against the actual payment history and identifies potential underpayments, which are our revenue opportunities.

- Stood up a new development team by aligning Operations, Engineering, Product, and Release Management to accomplish iterative product releases. In 18 months, my team:
- Drove product strategy and execution, modernizing the contract calculation engine, reducing customer implementation times by 45%, and generating \$715K in annualized value.
- Optimized workflows to improve revenue identification, increasing detail and saving the Underpayments team \$435K annually in labor costs.
- Recovered \$213K in revenue by improving invoicing logic to accommodate a unique client scenario.
- Used internal AI GPT to bring new team members up to speed quickly on codebase + value paths

Product Manager, Acute Medical Coding

June 2022 – August 2023

Responsible for the work assignment tool for medical coders. Medical coders need accounts that are ready to code, that match their skills, before those aged accounts exceed internal and external deadlines, in accordance with business & customer priorities.

- Streamlined workflows, automating manual touches with an exceptions-based process, saving \$96K annually.
- Standardized operations, creating an SOP with cross-site best practices and a technical solution, projected to save \$110K in H2 2024.
- Initiated regular strategic reviews with Operations Leadership to inform the Product roadmap

Yesware (*B2B/B2C SaaS startup*)

September 2018 – June 2022

Product Manager

January 2020 – June 2022

Externally, I managed our development relationship with Microsoft (for our Outlook add-in, LinkedIn, Microsoft Teams integrations). Internally, I worked across multiple engineering teams to launch features targeting our Outlook users, a strategic growth area.

- Retentive features saw a 30% increase among paid users and a 40% increase among trial users after updating the UI in the Outlook add-in
- Trial Users loading the application within 5 minutes increased by 18% with an installation page update
- Outlook MRR increased 23% over tenure, vs 3.9% for the previous equivalent period

Customer Success Manager

September 2019 – December 2020

In managing \$1.5M ARR across 60+ SMB & Enterprise Accounts, I:

- Drove the highest product utilization YoY among the CSM team (5 members) (+66% higher than #2)
- Had highest revenue growth on the team (+65% higher than #2)

Customer Experience / Technical Support

September 2018 – September 2019

- Reduced the largest subset of support tickets by ~20% by working with Product to add new 'error state' UI

Reynolds and Reynolds (*Enterprise Software*)

July 2013 - July 2016

Outside Sales / Sales Engineer

August 2014 - July 2016

Implementation Consultant

July 2013 - August 2014

Healthcare Volunteering, Current

MIT Hacking Medicine (*Medical Hackathons, hackingmedicine.mit.edu/*)

January 2018 - Current

Partnerships team, Domestic & International Hackathon Travel team member, Grand Hack Volunteer x5

Community Servings (*Food-as-medicine non-profit, servings.org*)

July 2021 - Current

Young Leaders Steering Committee & Kitchen Volunteer

EDUCATION

B.S., Biomedical Engineering, University of Cincinnati | 2013

PUBLIC SERVICE AND AFFILIATIONS

Volunteer, Yale-New Haven Pediatric ED | 2013 - 2014

Six Sigma, Green Belt | 2012

Eagle Scout, Rainbow Babies and Children's Hospital | 2006