COLEMAN YOUNG

Senior Product Manager

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OBJECTIVE

Results-driven Senior Product Manager with 5+ years of experience in healthcare technology, specializing in AI-driven solutions, provider and patient workflows, and regulatory strategy. Seeking to apply my leadership and expertise to scale transformative healthcare products and improve patient outcomes at a leading healthcare company.

EDUCATION

College of Charleston

B.S. of Int'l Business
Minor of Spanish
Overall GPA: 3.765
2016 – 2020

Awards

- Dean's List - Academic Recognition (2015 - 2018)
- President's List - Academic Recognition (2019)

AIFS

Barcelona, Spain
August 2018 – December 2018

SKILLS

- Data Analytics
- AI Tools
- Provider and Patient Experience
- Scrum Ceremonies
- Initiative Based Development
- Product Growth
- Requirement Writing
- Cross-Team Collaboration
- Staff and User Training

CERTIFICATIONS

- AIPMM Certified Product Manager
- Pendo AI for Product Management
- Pendo Product Analytics
- ProTrainings HIPAA Certified

TECHNOLOGIES

- Aha!
- JIRA
- Pendo
- Figma
- Hubspot
- Confluence
- Zendesk
- Excel
- Zeplin
- SugarCRM

PROFESSIONAL EXPERIENCE

Senior Product Manager, AI & Regulatory

RXNT | November 2024 - Present

- Lead AI-driven product strategy across RXNT's suite, including Scheduler, Billing, EHR, and Patient Portal
- Collaborate directly with COO and CEO on all new AI and Regulatory strategies
- Define and drive product vision, roadmap, and execution for AI and compliance initiatives
- Establish and manage RXNT's first customer council, fostering user feedback into product development.
- Conduct market research and competitor analysis to refine AI-driven patient experience solutions
- Maintain responsibilities from previous product roles

Senior Product Manager, Clinical

RXNT | August 2024 – Present

- Lead Agile teams in defining and executing product strategy for provider and patient scheduling experiences
- Regular meetings with executive leadership to discuss company strategy and AI integration
- Spearhead ONC certification compliance, overseeing measure adoption and attestations
- Maintain responsibilities from Product Manager role

Product Manager, Electronic Health Record

RXNT | August 2022 – August 2024

- Leader of Agile patient, clinical, and regulatory product team and established RXNT's first AI team
- Owned product lifecycle management for FHIR APIs and clinical AI adoption, enhancing interoperability
- Managed third party integrations for labs, immunizations, and ERX, ensuring seamless patient intake
- Collaborated with cross-functional teams to enhance the patient-provider experience, focusing on scheduling, intake, and engagement tools
- Facilitated sprint planning, reviews, and retrospectives with the product and engineering team
- Utilized Pendo's analytic tools to make informed decisions to aid in new growth and retention
- Collaborated with a Product Designer on feature mockups
- Developed customer-centric features based on analytics, user research, and competitive insights
- Leveraged JIRA and Confluence to drive roadmap prioritization and backlog management for RXNT platform
- Participated in weekly senior leadership meetings to discuss the roadmap and business processes
- Partnered with marketing to refine messaging and outreach for new product features
- Created user facing documentation and support materials to enhance feature adoption
- Carried out user testing of new features and existing functionality

Regional Sales Manager and Product Specialist

RXNT | November 2020 – July 2022

- Consulted with providers on how to leverage RXNT's software using product expertise and industry knowledge
- Oversaw integrations with RXNT's SaaS eRx and EMR
- Researched market trends and worked with product on new features based on competitor research and customer feedback
- Assisted with the positioning of the product to target specific specialties and segments

Sales Associate

RXNT | January 2020 - October 2020