

PROFESSIONAL SUMMARY

Technical Product and Program Manager with 7+ years of experience leading complex software platforms, AI-enabled automation, enterprise infrastructure initiatives, and healthcare interoperability solutions. Proven ability to translate ambiguous business needs into scalable technical products, align cross-functional teams around clear priorities, and drive execution across engineering, design, operations, and go-to-market stakeholders. Strong background in technical strategy, program leadership, systems architecture, and customer-facing delivery.

WORK EXPERIENCE

Smarter Technologies

Austin, TX · Apr 2024 – Present

Lead Product Manager (Access Healthcare)

Oct 2025 – Present

- Designed and led development of the Payer Layer, a payer data interoperability platform built to unify EDI, FHIR API, RPA, Voice, and eFax transactions into a single interoperable workflow; improved client delivery times by 50%.
- Productized AI agent workflows from prior client engagements into reusable platform infrastructure, driving cross-functional roadmap alignment across engineering, design, and GTM.

Senior Technical Program Manager (Thoughtful AI)

Jun 2025 – Oct 2025

- Served as technical advisor across the TPM organization, consulting peers on AI agent architecture and directing implementation approaches for healthcare RCM automation.
- Led client communications for high-complexity accounts; established program cadences and risk frameworks adopted across the team.

Technical Program Manager (Thoughtful AI)

Apr 2024 – Jun 2025

- Simultaneously managed 12 concurrent client engagements, the highest client load at the company by a wide margin, while maintaining delivery quality across all accounts.
- Architected and led delivery of AI agents automating eligibility & benefits verification, claim scrubbing, and payment posting, owning full pipeline design from client discovery through production deployment in live provider workflows.

Dell Technologies

Austin, TX · Aug 2019 – Apr 2024

Principal Engineer, Solutions Architecture

Aug 2019 – Apr 2024

- Designed and built Rack Tracker, a full-stack platform that replaced manual floor walks with a real-time web tool, dramatically improving accuracy and visibility into rack location and build status across 4 global facilities; Dell Innovation Challenge award winner.
- Replaced Excel-driven workflows with a one-click automation suite saving ~8 hours per project for PM and engineering teams.
- Led rack configuration on \$40M+ of projects for USPS, Raytheon, Lockheed Martin, and Demonware; managed software and hardware validation at 200+ USPS facilities.
- Trained and mentored two engineers.

General Motors

Austin, TX · Apr 2019 – Aug 2019

Software Engineer

Apr 2019 – Aug 2019

- Developed internal tooling to monitor Hadoop cluster synchronization, giving engineers visibility into data replication health across nodes at enterprise scale.

CED – Consolidated Electrical Distributors

Fayetteville, AR · Jan 2018 – Apr 2019

Software Developer (Intern → Full-Time)

Jan 2018 – Apr 2019

- Identified inefficiencies in the manual placement of machines in factories and built a custom application to optimize placement.
- Joined as an intern and earned a full-time developer role.

EDUCATION

Bachelor of Science, Industrial Engineering

2014 – 2018

University of Arkansas · Minor: Data Analytics

SKILLS

PRODUCT & PROGRAM

- Product Strategy
- Roadmapping
- Technical Program Management
- Agile / Scrum
- OKRs
- Stakeholder Management
- Vendor Management
- Cross-functional Leadership

TECHNICAL

- Python
- Flask
- Vue.js
- SQL
- MySQL
- Greenplum
- Ansible
- Bash
- EDI X12
- FHIR API
- RPA
- Voice
- eFax
- AI Agent Design