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Summary

Experienced communication leader with a passion for health tech and bridging gaps between strategy and operations.

Experience

Director of Product Operations

Lark Health

Aug 2021 - Present (1 year 10 months)

Responsible for building and scaling operations within the Product organization of a fast-growing digital health company by focusing on three key areas: operational support, governance, and integrated communications. This includes:

- * Serving as the source of truth for Product Operations within the organization.
- * Establishing, managing, and executing standard communication practices with the goal of aligning cross-functional stakeholders.
- * Setting the foundation for the product operations discipline and establishing readiness to build a team to support a scaling organization.

Senior Director, Strategic Initiative Communications

Rally Health

May 2020 - Aug 2021 (1 year 4 months)

By establishing credibility and fostering relationships across all levels of the company, I drove collaboration that supported the priorities of both Rally Health and the UnitedHealth Group enterprise of which Rally was a part.

Specifically I:

- * Worked with executive leadership to develop and implement cross-functional internal communication plans that defined and unified strategic roadmap narratives, value propositions, and key messages throughout the enterprise.
- * Identified and recommended opportunities to increase team efficiencies through collaborative, cross-functional processes supported by integrated, operational communications; this work resulted in the development of a common initiative language and taxonomy that ensured all divisions of the company were communicating about investments in the same way, and in the implementation of a cross-product initiative tracking tool used by all organizations comprising the delivery team.
- * Evaluated internal communication deliverables' performance against enablement and engagement metrics and recommend refinements to communication strategies based on those evaluations.

Director, Internal Communication Operations

Rally Health

Mar 2018 - May 2020 (2 years 3 months)

Refined our expanding team's content delivery processes, identified meaningful metrics for understanding our work, established communication career paths, and partnered with other Rally departments to create a successful and popular internal internship program.

Manager, Technical Communication

Rally Health

Apr 2015 - Feb 2018 (2 years 11 months)

Launched and led Rally's product documentation team, which provides high quality, audience-oriented, operational communications about product launches. The team's content supports both the functional needs of internal support teams, and the narrative needs of partner growth teams.

Senior Technical Writer

QSSI

Mar 2014 - Apr 2015 (1 year 2 months)

* Supported the Healthcare.gov Exchange Operations Center (XOC) by crafting documentation that ranged from standard operating procedures for the center's operational staff to high-level analyses for executive audiences.

* Designed the XOC's documentation development and records management process, including a SharePoint site with built-in workflow logic used to submit and track documentation change requests.

* Led the implementation of an SMS-based executive notification protocol for use during high-severity incidents, including designing the SMS template and quick reference card that was praised by the XOC leadership and for which I received an internal performance award.

Senior Functional Analyst

General Dynamics Information Technology

Apr 2013 - Mar 2014 (1 year)

Enabled the implementation of a content management tool for delivery of cross-functional process documentation by:

* Analyzing user needs and conducting stakeholder interviews to establish content strategy.

* Performing functional analysis and content modeling.

* Serving as a technical adviser to stakeholders in various subject areas, identifying process gaps that if left unaddressed would have delayed implementation.

* Developing and delivering stakeholder training on the tool.

Senior Technical Editor

General Dynamics Information Technology

Jul 2006 - Apr 2013 (6 years 10 months)

* Collaborated with development teams to create business and functional specifications supporting contracts with the Centers for Medicare & Medicaid Services (CMS).

* Led a program-wide internal communication initiative to deliver targeted organizational messaging that unified partner contractors, strengthened program identity, and increased employee engagement.

* Designed and implemented effective operational processes and procedures for an eight-person communication team at contract startup that senior program and project management staff across multiple lines of business bought into.

* Proposed and implemented a program-wide community outreach initiative that in 2012 generated over \$4,000 in donations to three local charities.

Senior Research Analyst/Editor

InterGroup Services, Inc

Nov 2003 - Jul 2006 (2 years 9 months)

In support of a contract with the Greater Baltimore HIV Health Services Planning Council, designed and coordinated research projects related to the needs of people living with HIV/AIDS in the Baltimore metropolitan area. Research services included developing the methodology, recruiting and training research assistants, collecting and analyzing data, and reporting results at the council's annual Ryan White funding priority-setting conferences. Deliverables included statistical analysis reports, proposals, annual reports, press releases, and presentations.

Web Content Analyst

Constella, Inc

Oct 2002 - Nov 2003 (1 year 2 months)

Researched, wrote, and developed content for health-related websites including the Centers for Disease Control and Prevention's (CDC) National Prevention Information Network (NPIN) site (www.cdcnpin.org). Services included conducting user research and usability testing to inform the design of websites and web applications, including creating the screener's guide, recruiting participants, moderating the sessions, and analyzing and reporting results. Deliverables included web content, statistical analysis reports, and presentations.

Specific accomplishments include researching, writing, and delivering a well-received presentation, Effectively Delivering Health Information Online: A 7-Step Process for Evaluating Your Website, at the 2003 Health Information and Publications Network (HIPNET) Conference, the 2003 National HIV Prevention Conference, and the 2003 United States Conference on AIDS (USCA).

Communications Specialist

AstraZeneca

Apr 2000 - Oct 2002 (2 years 7 months)

Provided communication services to facilitate multiple integration efforts following the merger of two large, international pharmaceutical companies. Services included communication project management, planning, and implementation. Deliverables included content for company-wide Intranet sites, statistical analysis reports, proposals, newsletters, procedures, and presentations.

Teaching Assistant

Colorado State University

Aug 2000 - May 2001 (10 months)

Prepared and delivered weekly recitations to support and augment introductory Technical Communication course designed for non-majors. Included designing and facilitating practical activities in which students applied lecture concepts to the development of various communication products. Graded papers and conducted individual student conferences.

Technical Communications Team Leader

Fleet Credit Card Services

Nov 1998 - Apr 2000 (1 year 6 months)

Managed the documentation efforts and professional development of three writers. Responsible for project planning and resource allocation. Designed team's documentation development process for delivering hardcopy and Intranet-based user documentation for the credit card unit of Fleet Financial Group. Analyzed user needs and researched delivery methods.



Technical Writer

ADP, Inc

Mar 1997 - Oct 1998 (1 year 8 months)

Created and maintained hardcopy and online user documentation for payroll software development organization. Analyzed user requirements. Researched applicable technologies and interviewed subject matter experts. Developed documentation test plans. Worked with editor to prepare final drafts.

Education



Colorado State University

Technical Communication

2000 - 2001



Widener University

English, Information Technology

1995 - 2000

Dean's List, 1995-1999

Skills

Product Operations • Emotional Intelligence • Cultural Diversity • Team Management • Operations Management • Communication • Software Documentation • Technical Writing • Strategic Communications • Internal Communications

Honors & Awards



Unsung Hero - Association of Fundraising Professionals

Nov 2014

Awarded for work in support of Moveable Feast.



Ride for the Feast Founder's Award - Moveable Feast

May 2012



Maryland Governor's Volunteer Service Award - State of Maryland

May 2008