
ACCOMPLISHMENTS

- Proven Digital Health leader with 15 years in Product Development, building DTC and B2B HealthTech software.
- Track record of innovation, recently operating \$150M business for RVO Health, grew EBITDA to \$50M.
- Led and developed engineering teams for 10+ years; holistic approach to team building from 3 to 40+ engineers
- 3x successful startup exists, from the foundational product for seed-stage companies to enterprise scale
- Deep industry knowledge in Digital Health programs for B2B payer, employer, government, providers and DTC.
- Launched CDC-certified diabetes program. Built regulatory-compliant health software operating in 23 states.
- Transitioned UHG business into a digital first experience, replacing telephonic offerings. Yielded new growth.
- Responsible for setting the vision, technical strategy and execution for product and engineering management.
- Shipped three 4.9+ star consumer health apps for iOS and Android.

PROFESSIONAL EXPERIENCE

Director of Engineering

Oct 2019 - Present

RVO Health, Inc. Prevention Business Unit (*a joint-venture with Optum Healthcare*)

San Francisco, CA

Built and led eight high-performing engineering teams that delivered and operate 6 behavioral programs from chronic conditions, mental health and recently to GLP-1 weight loss.

Leadership: *Managing 4 Engineering teams covering Type-2 Diabetics, Smoking Cessation, Weight Loss*

- Led and mentored a global team of 40 engineers, overseeing all aspects of Agile software development, quality assurance, incident and change management and application lifecycle development.
- Launched new Smoking Cessation program for 22 States. New GLP-1 medication-assisted weight programs
- Transitioned software and data stack to sole ownership from Optum architecture; resulting in 3x EBITDA increase
- Developed and executed a portfolio aligned organizational structure, focusing on product verticals and technology strategy to balance process and accountability with product velocity and innovation.
- Built a content and ownership and outcomes team culture, with clear RACI in planning, releases, maintenance
- Built and hand-picked our global team in US, India and Europe; motivating a record-setting sprint velocity.
- Conducted performance improvement plans, promotions, hiring, team building to raise the bar of engineering.

Engineering: *Built with Scala, Angular, Play Framework, Postgres, Kubernetes, Kafka, RabbitMQ*

- Implemented CI/CD with Jenkins pipelines, drove to 50% improved cycle time with automated testing initiatives.
- Ran Product launches: Continued Enrollment (Year 2), Classroom Capacity increases, Surveys, Class Segmentation, Video Sessions, Accessibility, UI Automation.
- Built content recommendation system for our health programs with realtime feed based on member engagement
- Developed programs for Optum Health, Kaiser Healthcare, United Healthcare, Rally P&L.
- Created integrations for: MyFitnessPal, Strava, RunKeeper, Salesforce, TokBox, Sendbird, Abbot, Dexcom

Senior Engineering Manager

May 2017 - Sept 2018

Rally Health, Inc. Prevention Business Unit (*merged with Optum Healthcare*)

San Francisco, CA

Building preventative health platforms to give providers real-time coaching for long-term positive outcomes

Partners: Amazon Cloud, Google Cloud, Twilio, Salesforce HealthCloud, Epic EMR, Elation EMR

Leadership: *Managing team of 10 engineers building weight loss and type-2 diabetes prevention programs*

- Grew the teams into an efficient organization with positive net contribution and continuous delivery.
- Reduced the operating overhead in supporting multiple projects by successfully transitioning to Pod Structure.
- Implemented Agile methodologies policy for dedicating 15% of sprint to platform maturity and live site support.
- Call Center integration into Salesforce HealthCloud with Speech Recognition for auto-populated entries (Watson)
- Defined Business Logic in Salesforce Process Builder; Reminder Emails, Doctor's Notes, Appointment Follow Up
- Automated triage and ranking for Calling Patients, with personalized Today screen using Learn to Rank model.

Engineering: *Techonologies used Mesos, Postgres, Cloudera, Node, React, Swift, Kotlin*

- Completed in Kubernetes transition, investigated Kafka for Queuing Architecture, developed new Rules Engine.
 - Developed Business Associate Agreements and Consultation Contracts to service Healthcare Clinics and Startup customers.
 - Whiteboard Trainings on state-of-the-art AI models in the wild, brainstorm new applications into business units.
 - Custom Doctor-Patient Messaging with Push Notifications to a existing Mobile Application.
-

Software Architect**Aug 2017 - Oct 2019**Steady Health, Inc. (*acquired by Carbon Health*)

San Francisco, CA

Bridging Software and Operations to provide world-class Type-1 diabetes care via wearables.

Leadership: *Delivered a vertically-integrated Diabetes Care Clinic platform*

- Starting from proof-of-concept to our MVP App and Backend, in 2017. Coming out of stealth in Q1 2018.
- Hired, on-boarded and mentored 5 full-time teammates including data science interns.
- Conducted sprint planning, mentoring and 1:1's to accelerate the engineering team.
- Conducted advocacy studies with Clinical Teams to build product goals and solicit product feedback.

Engineering: *Built with React, React Native, Python3, node.js*

- Developed complete telemedicine solutions; messaging, patient management, patient relationship, health records, stream processing, billing, calendaring & support.
 - Custom React Native Apps released to iOS and Android. Integrations with Medical Device data including HealthKit & Google Health support.
 - Google Cloud backend for Real-time processing and Integrations with Salesforce, Stripe, IntakeQ, & Sendgrid.
 - React Dashboard and Data Visualization tool for the Endocrinology team. Integrations with Sendbird, & Twilio.
-

Founder/President**May 2017 - Sept 2018**AlohaMD API Services (*talent acquisition to Steady Health*)

San Francisco, CA

Healthcare as an API company, partnered with Google Cloud, Salesforce, Epic EMR, Elation EMR, Twilio, AWS

Innovation: *Software solutions for a Large Nurseline Call Center*

- C-suite Strategy meetings to define priorities, including timelines to figure out growth.
- Call Center integration into Salesforce HealthCloud with Speech Recognition for auto-populated entries (Watson)
- Defined Business Logic in Salesforce Process Builder; Reminder Emails, Doctor's Notes, Appointment Follow Up
- Automated triage and ranking for Calling Patients, with personalized Today screen using Learn to Rank model.

Engineering: *Medical Scribe Voice-Assistant for TenorAI*

- Developed Business Associate Agreements and Consultation Contracts to service Healthcare Clinics and Startup customers.
 - Whiteboard Trainings on state-of-the-art AI models in the wild, brainstorm new applications into business units.
 - Custom Doctor-Patient Messaging with Push Notifications to a existing Mobile Application.
-

Founding Engineer**Dec 2015 - May 2017**First Opinion, Inc. (*acquired by CurAI Inc.*)

San Francisco, CA

Lead natural language processing team for early-stage Telemedicine product. Built end-to-end AI chat solution which improved efficiency and turn-around time for medical staff to provide the best experience to our Customers.

Innovation: *Technologies Used: XGBoost, Keras, Scikit-Learn, NLTK**Models Trained: Dialogue Acts, Intent Tagging, Predicted Categories, Predicted Abuse, Premium Upgrade*

- Trained semi-supervised models over labeled Customer chat conversations and Doctors' notes.
- Developed efficient LSA-based Word Vectorizer, dimensional reduction and clustering pipeline. Applied to prediction of medical severity; integrated into production to triage and prioritize feeds.
- Developed an Auto-summarization feature that captures key phrases from chat log into an Interaction summary; would be trained by historic summaries (see Reuters Summarization dataset).
- Tooling to extract keywords and effective responses for frequent patient queries.

Engineering: *Built with Python2/3, Backbone.js, Marionette.js, WebSocket*

- Launched a Customer WebApp, porting features from existing codebase. Now doing comparable volume of business to our dedicated iOS App. Complete with Payments and Video Messaging.
 - Developed new features: offline saving of Medical Profile, tracking a Customer post-Consultation, auto-complete Doctor response.
-

EDUCATION

- BS Computer Science and Engineering, *University of California, Davis, CA.*
- HIPAA and SoC compliance trainings and People management certifications
- Cisco IOS Development trainings, Global Communications training, Marketing trainings.
- Scikit-Learn framework accreditation, XGBoost and Deep Neural Networks Kaggle badges.