AURELIAN DRAKE

Healthcare Product Manager

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in LinkedIn

WORK EXPERIENCE

Healthcare Product Manager

Cognosante

📅 2022 - current   📍 Baltimore, MD

- Spearheaded the implementation of Epic Systems' EHR in a 187-bed hospital, reducing patient record retrieval time by two minutes and improving clinical workflow efficiency
- Revamped the patient engagement process using Salesforce Health Cloud, **increasing patient satisfaction scores by 2.6 points and boosting appointment adherence by 16%**
- Expanded chronic condition management programs using Teladoc, improving patient health outcomes by 28% and reducing emergency room visits by 19%
- Systematized the management of clinical guidelines using UpToDate, ensuring 100% compliance with the latest evidence-based practices, and boosting treatment outcomes by 37%

Product Coordinator

NantHealth

📅 2019 - 2022   📍 Baltimore, MD

- Managed the product lifecycle of a healthcare CRM solution built on Salesforce Health Cloud, **increasing client adoption by 43% and generating an additional $1.4 million in annual revenue**
- Overhauled the product roadmap to align with emerging healthcare trends, yielding a 28% increase in market share within 18 months
- Supervised the product testing phase for an Adobe XD-designed interface, ensuring 97% user approval in beta testing
- Implemented new data management practices in PTC Windchill, improving product data accuracy and reducing retrieval times by 28%

Product Assistant

SAIC

📅 2017 - 2019   📍 Baltimore, MD

- Coordinated product releases using Jira, **ensuring 100% on-time delivery of 12 major updates within the healthcare IT portfolio**
- Designed and maintained a central product data repository in Veeva Vault, improving document retrieval times by 54 seconds
- Led a cross-functional team to implement IBM Watson Health's AI-driven insights, expediting the diagnosis of chronic conditions by 33%
- Built and maintained product performance dashboards in Tableau, providing real-time insights and improving decision-making efficiency by 28%

EDUCATION

Bachelor of Science
Public Health

Johns Hopkins University

📅 2013 - 2017
📍 Baltimore, MD

SKILLS

- Epic Systems
- Salesforce Health Cloud
- Jira
- Tableau
- IBM Watson Health
- UpToDate
- PTC Windchill
- Adobe XD
- Teladoc
- Veeva Vault