JAMIE HOWARD

PRODUCT SPECIALIST | CROSS-FUNCTIONAL LEADER | HEALTHCARE SAAS

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SUMMARY

Product Specialist with nearly 5 years leading healthcare SaaS and healthcare product management across cross-functional teams. Skilled in Agile methodologies, interoperability, platform operations, and data-driven decision making, with a record of boosting client satisfaction by 25% and revenue by 10% through successful product launches and partner integrations. Experienced in EHR interoperability, Microsoft Teams and Workday integrations, and enterprise training programs, translating complex technical requirements into actionable solutions. Brings a unique perspective from 20+ years in healthcare interpreting, bridging clinical workflows with technology to deliver innovative, scalable, user-focused solutions.

PROFESSIONAL SKILLS

- PRODUCT STRATEGY & MANAGEMENT
- AGILE METHODOLOGIES & SCRUM
- PRODUCT ROADMAPPING & LIFECYCLE MANAGEMENT
- USER STORIES & USER ACCEPTANCE TESTING
- CROSS-FUNCTIONAL TEAM LEADERSHIP
- BUSINESS ANALYSIS & DATA-DRIVEN DECISION MAKING
- TRAINING & ADOPTION PROGRAMS
- AI / MICROSOFT COPILOT
- ENTERPRISE SAAS PLATFORM OPERATIONS & RELEASE MANAGEMENT

KEY ACHIEVEMENTS

- Launched 4 products and integrated 3 major partners, increasing client satisfaction by 25% and driving 10% revenue growth.
- Developed enterprise training modules, boosting adoption by 75% across 6 departments.
- Coordinated interoperability-focused platform release cycles, QA/UAT, and go-to-market readiness, delivering multiple releases on time with zero critical defects.
- Implemented AI-assisted workflows (Microsoft Copilot) for release notes and presentations, cutting prep time by 50%.
- Supported platform adoption and training for 27M+ patients and providers, scaling enterprise onboarding.

WORK EXPERIENCE

PRODUCT OWNER / PRODUCT MANAGER   (2017 - Present)
AMN Healthcare

- Led full product launches and major partner integrations, improving client satisfaction and driving revenue growth.
- Streamlined a 500+ item backlog across 9 products, removing duplicates and prioritizing work to reduce it to 200 actionable tickets, ensuring alignment with business goals and platform stability.
- Oversaw release processes and QA/UAT cycles, coordinating cross-functional teams to ensure timely, defect-free deliveries.
- Directed sprint planning, story point estimation, and milestone tracking across cross-functional teams.
- Designed workflows for timekeeping, licensing, and compliance, boosting operational efficiency.
- Managed integration projects for Microsoft Teams, Workday, and EHR systems, streamlining enterprise operations.
- Leveraged AI-assisted workflows to optimize release notes and presentation prep, improving team efficiency.

AMERICAN SIGN LANGUAGE INTERPRETER / OWNER   (2003 - 2018)
Suddenly On-Site Interpreting

- Founded and managed a healthcare interpreting business, acquiring hundreds of clients and managing $10K+ project budgets.
- Facilitated communication in 100+ legal, medical, and educational settings across 5 states.
- Trained, supervised, and coordinated a team of 10 freelance interpreters, ensuring high-quality service delivery.
- Expanded client base by 100% through targeted outreach and exceptional service.

EDUCATION AND CERTIFICATION

MASTER OF SCIENCE (MS) – TECHNOLOGY AND INNOVATION   (2018 - 2020)
MANAGEMENT, INFORMATION SYSTEMS SPECIALIZATION
Northcentral University

BACHELOR OF ARTS (BA) – AMERICAN SIGN LANGUAGE (ASL)   (2000 - 2004)
Gardner-Webb University

ASSOCIATE OF ARTS (AA) – GENERAL STUDIES   (1999)
Vance-Granville Community College