

NICK JOHNSON

Product Manager

Greater Seattle Area, WA
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SUMMARY

Accomplished client and project management professional known for proactively identifying areas for business development, creating scalable solutions, and maintaining year-over-year client relationships. Skilled in product management, fulfillment, and customer service. Strong attention to detail, quick to innovate, and adapts and prioritizes well in fast-paced environments. Team player.

PERSONALITY & SKILLS

- Team player and collaborate well with others
- Coachable, creative, and fun
- Detail-oriented and hard worker
- Self-starter and avid learner
- Full Stack Coding Bootcamp (In progress)
- JIRA, Basecamp, Sprint.ly
- Slack, Github, Zendesk
- Microsoft Office Suite, Google Suite

EXPERIENCE

Dhamira

Project Manager

(Remote/Online)

Jun. 2020 – Oct. 2020

Dhamira provides technical solutions for organizations in need of custom web development and consultation. I assisted Dhamira specializes in healthcare data applications and COVID-19 laboratory data integrations.

- Met with client to design new product offerings and then formed implementation plans
- Worked with Engineering to complete implementation plans in a timely manner
- Performed Quality Assurance on work that has been completed
- Logged and tracked any QA issues that arose and ensured their resolution

BioIQ

Client Manager

Santa Barbara, CA

Jun. 2011 – May 2017

BioIQ is a healthcare technology company that orchestrates diagnostic testing, data analytics, and wellness program engagement for health plans, employers, and government.

- Developed corporate wellness programs for companies and managed over 100 programs/year. Company size varied and our technology enabled scaling. Key clients: Boeing, Bank of America, and Duke Energy
- Managed partnership and day-to-day activities for one of the largest nurse staffing companies in the U.S.
- Oversaw a SaaS offering for both channel clients and partnerships
- Conducted product management with development teams and QAed new product offerings
- Created timelines and project plans for product and client implementations
- Created user experience documentation for internal and external use
- Onboarded CRM for Customer Service team
- Onboarded OCR solution for one of the company's key product offerings
- Performed data entry for PHI, operations and fulfillment for products, and customer service for end users
- Company culture involvement: organized events, designed a culture video, and created the "Jungle Room"

EDUCATION

UCLA Extension

Full Stack Coding Bootcamp

Online/Los Angeles, CA

Sep. 2020 – Present

Eastern Washington University

Post-Bacc, Psychology

Cheney, WA

Jun. 2019 – Aug. 2020

Westmont College

B.A., Economics & Business, Minor Philosophy, Minor Religious Studies

Santa Barbara, CA

Sep. 2007 – May 2011