

AUSTIN WALKER

Technical Product Manager | Healthcare AI & Compliance | 0→1 Builder

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Technical Product Manager specializing in 0→1 healthcare builds. Builder-PM hybrid combining hands-on technical fluency with cross-functional leadership to de-risk compliance and accelerate regulated product launches.

SELECTED OUTCOMES

- **Launched HIPAA-compliant telehealth platform** serving patients across 48 states, achieving 92% diagnostic accuracy through systematic regulatory navigation and cross-functional team leadership
 - **Reduced client implementation cycles from 5 months to 5 weeks**, improving enterprise client satisfaction by 30% through streamlined integration frameworks and technical discovery processes
 - **Automated clinical documentation with AI integration**, reducing manual processing time by 60% across 500+ daily patient interactions while maintaining HIPAA compliance and clinical accuracy
 - **Led technical education program for 170+ developers** across 9 cohorts, achieving 95% satisfaction rate and 85% tech industry placement within 6 months post-graduation
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CORE TECHNICAL COMPETENCIES

Healthcare & Compliance: HIPAA Compliance • LegitScript Certification • Clinical Workflow Integration • e-Prescribing (SureScripts, DoseSpot) • Healthcare Data Standards (HL7, FHIR, X12 EDI) • Medical Coding (ICD-10, CPT) • Regulatory Documentation (SOC 2, FDA) • Pharmacy Network Management • Prior Authorization Workflows • Claims Adjudication

Product & Project Leadership: Agile/Scrum Methodologies • Sprint Planning & Execution • Product Roadmap Development • Technical Requirements Documentation • Stakeholder

Management • Cross-Functional Team Coordination • User Story Mapping • API Integration Strategy • Data Pipeline Architecture

Technical Fluency: SQL/PostgreSQL • REST API Design • Ruby on Rails • JavaScript/React • Next.js • Git/GitHub • AWS • Docker • CI/CD Pipelines • JIRA • Confluence • ML/AI Operations • Claude API • HIPAA-Compliant Data Processing

PROFESSIONAL EXPERIENCE

Technical Project Manager | Teligant/Hedfirst Healthcare Platform | Aug 2024 – Sep 2025

Led end-to-end project delivery for comprehensive healthcare AI platform serving real patients across 48 states, coordinating technical teams through complex regulatory requirements.

- Led cross-functional team of 8 (engineering, compliance, clinical) through 6-month HIPAA-compliant telehealth platform launch, achieving 92% diagnostic accuracy and enabling prescription delivery across 48 states
 - Architected and deployed Claude AI integration for clinical documentation, reducing manual processing time by 60% across 500+ daily patient interactions while maintaining HIPAA compliance and 92% clinical accuracy standards
 - Designed multi-source data pipeline integrating DoseSpot, Choose Health APIs, and 3 pharmacy fulfillment networks, ensuring HIPAA-compliant data integrity across 499+ medication protocols and reducing manual data entry by 60%
 - Directed LegitScript certification process and multi-state regulatory compliance initiatives, translating healthcare payer requirements into technical specifications and sprint deliverables for engineering teams
 - Translated physician and pharmacy partner requirements into 150+ technical user stories, prioritizing product backlog to balance clinical safety requirements with rapid feature delivery across 12 two-week sprints
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Solutions Engineer & Software Engineer | Onyx MP Growth (CompoundLive/Rugiet Health) | Feb 2023 – Sep 2024

Led client-facing solutions engineering for CompoundLive telehealth platform while contributing to Rugiet Health platform development as software engineer.

- Delivered custom telehealth implementations for 8 enterprise clients, improving satisfaction scores by 30% and reducing typical 5-month deployment cycles to 5-week implementations through reusable integration frameworks

- Led technical discovery sessions with C-suite executives at 15+ healthcare companies, translating complex compliance requirements into actionable product roadmaps and contributing to 25% increase in deal closures
 - Developed comprehensive technical documentation including API integration guides and implementation workflows, reducing client onboarding time by 40% and decreasing support ticket volume by 25%
 - Established pre-sales technical validation process for enterprise deals, conducting feasibility assessments and creating implementation roadmaps that accelerated sales cycles and improved technical win rates
 - Championed agile process improvements including 2-week sprint implementation and HIPAA-compliant code review practices, increasing team velocity by 16% while reducing security-related bugs by 8%
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Full Stack Web Development Lead Instructor | LEARN Academy | Apr 2021 – Feb 2023

Led comprehensive technical education program delivering full-stack development training with focus on modern web technologies and professional development.

- Led technical education program for 170+ students across 9 cohorts, achieving 95% satisfaction rate and 85% tech industry placement within 6 months through comprehensive curriculum and career support
 - Designed and delivered 120+ comprehensive lectures covering React, Ruby on Rails, Node.js, REST APIs, and SQL databases; conducted 200+ code reviews and 450+ technical assessments via GitHub Classroom
 - Mentored assistant instructors on technical knowledge development and classroom leadership, establishing quality standards that improved student learning outcomes by 15%
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EARLY CAREER LEADERSHIP

Team Leader | Philz Coffee | May 2016 – Apr 2020

Led retail operations and team development across multiple high-volume locations in Southern California.

- Led team operations for high-volume retail locations across Southern California, managing daily operations, training, and performance for teams of 5-10 baristas while contributing to 3 successful new store launches

- Championed employee scheduling system that eliminated call-outs and missed shifts, achieving 100% schedule adherence for 12 consecutive months through data-driven forecasting and team accountability frameworks
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EDUCATION

Bachelor of Arts, Religious Studies | California State University, Chico | 2009 - 2014
105 of 140 credits completed

Full Stack Web Development Certificate | LEARN Academy | 2020
Core Technologies: React, Ruby on Rails, JavaScript, SQL, Git, PostgreSQL, RESTful API Development

REFERENCES

Daria Smith | COO, Hedfirst | (206) 501-0449

John Sanchez | Fractional CTO | (808) 430-1804

Sagar Janveja | Senior Advisor, Capital Alliance | (734) 674-4220