

## Adam T. Secord

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Objective: To obtain a position as a product manager where I can leverage my cross functional experience in project implementation, customer support, and healthcare operations in order to guide health studies products.

Experience:

**Care Navigator (Project Coordinator), AC Wellness** **Cupertino, CA(March 2020-Present)**

- Design and implement workflows and protocols across multiple care pilots, clinical research studies and software/hardware pilots.
- Work cross-functionally with health software teams to strategize and execute pilot programs for new health software partnerships.
- Manage multiple research studies with focus in participant recruitment and enrollment as well as maintaining project timelines and deliverables.
- Assist in operationalizing health product distribution, including set up and directly troubleshooting technical issues on both mobile and desktop based applications.
- Collaborated with Legal and Privacy teams to insure our patients sensitive data would not be compromised in the implementation and execution of our various projects.

**Care Navigator, AC Wellness** **Cupertino, CA(March 2018-February 2020)**

- Coordinate the care of Apple employees and their dependants across multiple different medical services and ensure a positive customer experience
- Assist in the implementation of a new EHR software.
- Co-manage a JIRA queue, working alongside an engineering team to identify critical bugs within our patient facing mobile application.
- Collaborate with engineering to test new functionality within our application prior to release.

**Patient Care Coordinator/Host, Crossover Health** **Cupertino, CA(January 2017-Feb 2018)**

- Greet patients who are checking in for appointments as well as ensuring they have all proper documentation in order to proceed with their appointment.
- Manage the schedule of seven different medical services, schedule appointments and make sure the schedule is up to date and correct.
- Act as ambassador between patients and health care providers when patients are not directly in an appointment with said provider.
- Able to navigate and use an EMR system both efficiently and effectively.

**Bartender, East Coast Alice** **Saratoga, CA(May 2016-December 2016)**

- Acted as a host, server and bartender tasked with greeting customers as they first walked in.
- Provided customers with information about our menu, taking into consideration specific needs in order to provide a positive experience.
- Inventoried wine, beer and spirits at the end of each shift in order to assist with ordering as well as to ensure limited or no waste.
- Handled both cash and credit transactions on a daily basis, as well as assisted with both opening and end of day finances.
- Prioritized the needs of multiple customers at once in order to efficiently fulfill their needs and ensure highest level customer experience.

**Emergency Medical Technician, Rural/Metro Ambulances**

**Milpitas, CA October 2015-April 2016)**

- Interacted directly with patients in order to provide basic life support and provide the most positive experience possible during transport.
- Maintained patient confidentiality in accordance with HIPPA rules and regulations during transportation and documentation processes.
- Documented patient status and condition from transfer to my care to transfer out of my care, as well as recorded patient insurance and billing information.
- Collaborated with medical health professionals (i.e. RN's MD) in a professional manner to quickly and efficiently exchange pertinent patient information.

Education:

**Santa Clara University – Bachelor of Science**

Santa Clara, CA (2011-2015) Primary

Areas of Study: Public Health Science

Minor: Biology