

Brian C Christensen, MBA, CSPO, SPM/PO

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IT Leader with over 8 years of success planning, monitoring and driving the on-time and within budget delivery of complex technology, business and process improvement solutions.

Career includes high-profile positions at Object Systems International, Healthicity, Aviacode, and Verisk Health leading the development and delivery of technical solutions.

Experienced in managing all aspects of the software development life cycle (SDLC) from initial capture of requirements through development, testing, delivery and enhancement. Skilled in building, training and mentoring high-performance teams in consistently delivering strategic software projects. Equally strong in ensuring compliance with Agile guidelines.

Recognized for building a bridge between Technology and Business divisions to eliminate historic conflicts, improve understanding and cooperation, and drive overall project results.

Demonstrated strength in introducing and leading the adoption of standards and best practices across the entire project life cycle that have enhanced the alignment of technology investments with business and regulatory requirements.

Proven competency ~~with~~ working with outside vendors to ensure high quality standards were met by vendor as well as keeping costs under budget.

Core Competencies

Project/Portfolio Vision, Risk Management, Strategy | Scope, Risk, Issue & Change Management |
Software Delivery Life Cycle (SDLC), Agile, Scrum, SAgE
Resource & Budget Planning, Data Analytics | Team Development & Leadership

Professional Experience

Object Systems International (OSI) – Salt Lake City, UT
Senior Product Manager (2016 – Present)

Currently working as a contract employee to help bring three new products to market for our contracted employer.

Sample Success & Achievements

- Coordination of the work between the offshore development team with the senior management team of our client to ensure a smooth and timely release
- Act as the liaison between OSI and our client for all the product needs and report all expenditures and cost to management for approval
- Helping with the training all the other five OSI Product Managers

Healthicity – Salt Lake City, UT
Senior Product Manager (2016)

Managed the learning management software product as well as took responsibility of an additional analytical product the company had been developing.

Sample Success & Achievements

- Managed the transition team implementing the acquired product from Aviacode
- Build out team and roadmap for a new analytics product set to launch end of the year 2016
- Worked in conjunction with representatives from all divisions of the company to ensure successful launch of new analytics product
- Worked in conjunction with both an in-house and contracted development team to ensure various features were completed on the different products
- Worked with team members to help with the transition to a new scrum methodology

Aviacode – Salt Lake City, UT
Senior Healthcare Product Manager (2015 – 2016)

Responsible for the learning management software product used to train users to become medical record coders.

Sample Success & Achievements

- Responsible for three different products maintained by our company
- Lead ~~out~~ the product launch team responsible for moving our main product from a service oriented product to a SaaS based product
- Worked in conjunction with representatives from all divisions of the company to ensure successful launch of new product
- Collaborated closely with main clients to ensure features and capabilities of my key product were meeting the user's needs
- Successfully launched a crowdsourcing feature on our learn management system to enable the users to help one another
- Worked in conjunction with both an in-house and contracted development team to ensure various features were completed on the different products
- Worked to move development teams from a Kanban system to a Scrum based methodology

Verisk Health – South Jordan, UT
Product Manager (2013 –2015)

Managed for the development, maintenance and enhancement of over 15 products accounting for over 70% of the yearly profit. Work directly with various business owners both within and outside of the company to plan different roadmaps for each product and what directions each product need to take to maintain or increase their market shares.

Was selected and continue to act as the liaison among different divisions within Verisk Health to assist in the integration of all development teams. Managed the work intake and output of the first integrated team working closely with all areas of development to ensure best practices were maintained. Accountable for overall success of each product from the initial needs assessment and design through implementation, testing support, training and customer satisfaction. Assist stakeholders in analyzing existing business processes and developing improved business workflows.

Sample Success & Achievements

- Worked directly with our largest clients, a top five healthcare insurance company, executive leadership in the development of a new SaaS product that was rolled out on time and initial budget requirements
- Filled in as the interim Director of Development, during a staffing change, and reporting directly to the CIO
- Directed over 30 projects to completion, many concurrent with a variety of team structure, helping to maintain our company's marketplace value for our customers

MediConnect Global – South Jordan, UT

Director of Reporting and Analytics (2011 – 2013)

Assisted with the creation of KPIs for all the different divisions within the company and then worked with the different departments to help analyze the data, making recommendation for improvements. Worked with Client Services to ensure data and reports going out to the clients was accurate and easy to understand. Responsible for the hiring, development, evaluation and discipline of all members of team as well as maintain the relationship with our fax vendor, having to negotiate a new rate for our contract.

Worked closely with the software development team in making sure all new data elements were properly captured in the system. Began working with development team on some new product lines to increase market shares.

Manager, Operations Health Care (2010 – 2011)

Managed up to 10 team leads in three different offices, including one off shore, with each team leader being responsible for 6-10 direct reports each. Established an onsite medical record retrieval team, using 3rd party vendors to go to provider's offices to retrieve the records clients had requested. This lead to an increase of 12% in medical record retrieval as well as establishing a new avenue of record retrieval that is still used today and highly marketed to current and future clients. Worked closely with development team to begin analyzing various data elements to help increase other areas of operations.

Client Services | Account Manager (2008 – 2010)

Responsible for maintaining a good relationship with the client as well as working on upselling of new product features. Was either the lead account manager or secondary account manager with the three top healthcare clients and reported directly with the VP of Client Services to the CEO for updates. Worked closely with development team on new ideas presented by our clients.

Education

Master of Business Administration
University of Utah

Master of Science in Exercise Science
Syracuse University

Bachelor of Arts, History
Brigham Young University

Bachelor of Science, Athletic Training
Brigham Young University