+1 608.213.4522
biggers@wisc.edu
linkedin.com/in/carl-dk-biggers

Carl D.K. Biggers
Product & Project Manager
Fintech | Healthcare Software & EMR

EXPERTISE & SKILLS

MBA, University of Wisconsin-Madison**,** Erdman Center for Operations & Technology

Product Manager Skills
In-Depth Customer Interviews
Rapid Prototyping
Agile Development Cycles
Figma, Invision

Technical Skills

R (basic)	Python (basic)
MS Office Suite	SQL (basic)
Cache & M	Tableau

Expertise & Other Skills

Project Management	International Assignments (NL)	People Management
Lean Six Sigma Yellow Belt	Electronic Medical Records	Accounting Software
Hospital Revenue Cycle	Mandarin (Basic)	Spanish (Reading)

ABOUT ME
- **Problem Solver**
I fall in love with the problem, then drive towards a solution.

- **Go-To**
I am approached to tackle complex and high-impact projects of all types, because I'll get it done.

- **Product Geek**
I constantly learn about new products and improve my product sense.

- **Cuts Through Ambiguity**
I thrive on brining vision, process, and organization to opaque projects.

PROFESSIONAL EXPERIENCE

Intuit, Mountain View CA   05/2017 – 08/2017
Product Manager MBA Intern, QuickBooks Online Accountant
- Led project to increase accountant recommendations of QuickBooks Online. Delivered prioritized list of recommendations for product features created using Design for Delight methodology. Conducted in-depth-interviews with 20 accountants.
- Planned, concepted, and tested awareness flows for a major new feature with customers through in-depth-interviews. Partnered with product development and designers to deliver the experience in-product.

Epic Den Bosch B.V., 's-Hertogenbosch, NL   08/2015 – 08/2016
Technical Services, Diagnose Behandel Combinatie
- Owned the User Adoption process, the quarterly report distributed to the executives of Epic's Dutch clients. Created a new process that produced concise action plans for each organization from collected data.
- Performed billing conversion for Academisch Medisch Centrum and VU Medisch Centrum, a process requiring expertise in Epic's software code. Converted four years of billing data, including 35 million hospital charges, into AMC/VUmc's Epic billing system.

Epic Systems, Verona WI   12/2012 – 08/2015
Technical Services (Hospital Billing), Technical Coordinator & Team Lead
- Managed and coordinated 30 Technical Services staff supporting King's Daughter's Medical Center (KDMC) in Ashland, KY. Triaged and managed escalated situations, was point person for Epic's overall support for KDMC.
- Financial Risk Incident Manager: triaged risk in situations where Epic's software could introduce potential financial issues for clients. Brought on to team to overhaul the existing process in spring 2014.
- Directly managed three Technical Services employees
- Epic ICD-10 Project Owner: part of a small group that planned and managed preparation and transition to ICD-10 for Epic's client base of over 300 healthcare organizations.

Selected Achievements
- Led KDMC's upgrade to Epic 2014, a complex eight-month project critical to staying current with major medical record enhancements that culminated in an effective medical record upgrade for the organization.
- Increased number of Technical Coordinators from the Hospital Billing application from 3 to 10, bringing HB's proportion of Technical Coordinators up to company baselines.
- Performance owner for Hospital Billing technical services; drove a 33% reduction in system performance escalations for the product.
- Received 2013 "Greatest Contribution to Success of Hospital Billing" award for work on ICD-10.

EDUCATION

University of Wisconsin-Madison, Wisconsin School of Business, Madison WI   2016 – 2018
Master of Business Administration Candidate, **GPA: 4.0**
- Specialization: Operations & Technology Management, Track: Technology Product Management

Macalester College, St. Paul MN   2008 – 2012
B.A.: Economics, Minor: Chinese Language & Culture
- 2011 – 2012 Varsity Captain for Cross Country, Indoor Track, and Outdoor Track
- Study Abroad: School for International Training, Kunming, China (Spring 2011)