Jay Melatti

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Results-driven and adaptable SaaS healthcare project manager with a strong track record in leading successful SaaS projects for healthcare facilities. Skilled in leading cross-functional teams and bridging technical and operational perspectives in a fast-paced, changing environment. Seeking a Project Manager role to bridge the gap between clinical and operational perspectives.

PROFESSIONAL EXPERIENCE

Fox Rehabilitation: *Occupational Therapist* - New York, NY   December 2019-August 2021
Project Management
• Conducted integration training on 3+ third-party vendors for healthcare facility, improved user scores by 170%.
• Developed an optimized vendor integrated one stop digital process, leading to a 25% increase in efficiency.
• Deep dived root cause of data exchange errors, created with cross-functional teams comprehensive vendor repositories and data file exchange files, minimizing errors by 30%.
• Launched client management using cross-functional collaboration with SaaS vendors, internal and external stakeholders, engineers, account managers, resulted in a 10% increased client retention.
• Spearheaded virtual onboarding project, tracked and analyzed data, resulted in a 20% retention increase, 15% accelerated ramp-up time.

Report to Regional Director of Rehabilitation
• Launched 1st telehealth integration process by managing end-to-end integration of 3+ third-party vendors.
• Coordinated with technical teams to improve vendor integration technology, boosted user engagement by 20%.
• Led stakeholder meetings to translate vision into goals, status review, and resolutions, improved deliverable timeline.
• Ensured 100% client satisfaction by facilitating clear communication between internal teams, vendors, and clients.
• Ranked top 3 among 35 regional members in referred and private paid clients.

Winship Cancer Institute of Emory University Hospital: Intern – Atlanta, GA   January 2017-May 2017
Project Management
• Launched web-based implementation project, boosting engagement and user experience by 75%, using SQL for data analysis, collaborated with engineer team to deliver application functionality handoff.
• Launched webpages using SaaS content management system, HTML, Microsoft Project, still live in 2023.

EDUCATION

Georgia State University, *Master of Occupational Therapy*   August 2019
• Utilized SQL to analyze data for Master research project.

The University of Georgia: *Bachelor of Science*   May 2017
Institute of Electrical and Electronics Engineers (IEEE): *Treasurer*

PROJECTS

3D Printed Assistive Technology Device   December 2022
• Independently designed and built a 3D printed circular pill box to meet universal design client requirements.
• Programmed and created the assistive medical device using a microcomputer, motor, and 3D printer.

Athens Game Jam Hackathon – Virtual Reality Game: Winner 1st Place Recipient
• Team lead winning 1st place among 100+ participants and 20+ teams, over 25% higher ranked votes than the runner-up, as voted by fellow game creators.
• Led end-to-end design and integration of a hybrid virtual reality tabletop board game, including the mobile app.

SKILLS

Project Management
• Relationship building, Negotiation, Stakeholder and vendor management, Process Improvement, User training, Data analysis, Agile and Scrum, Configuration and customization, Software SaaS integration, Data security and compliance.

Technical
• Microsoft Suite, Teams, Zoho CRM, Monday.com, HTML, C#, HIPAA policies.