






Joe Dickason

Senior Product Manager

-  [615.618.6619](tel:615.618.6619)
-  joedickason@gmail.com
-  [Steens, MS](#)
-  [linkedin.com/in/joedickason](https://www.linkedin.com/in/joedickason)
-  [Portfolio](#)

SKILLS

- API-based Solutions
- Confluence
- Customer Success
- Explo
- Grafana
- G Suite / Google Apps
- JIRA
- LogRocket
- OKRs
- Pendo
- Requirements Engineering
- Scrum
- SQL
- UserPilot
- User Voice

EDUCATION

- Scrum.org, Professional Scrum Product Owner I (2018)
- American Society for Quality, Certified Software Quality Engineer
- Mississippi State University, Bachelor of Business Administration

SUMMARY

Senior Product Manager with 10+ years of planning & delivering SaaS solutions. Experience collaborating with executive leadership and customers to define the roadmap (problems), working directly with cross-functional teams to deliver features (solutions), and measuring the impact. While in Product, leverage previous experience (Product Owner, Business Analyst, & QA Analyst) to lead towards predictable delivery.

EXPERIENCE

Senior Product Manager

UptimeHealth | Remote | March 2023 - December 2024

UptimeHealth supports the compliance, servicing, & maintenance of equipment in healthcare settings. As the first product hire, formalized processes & deliverables for all phases of Product Delivery. Worked directly with leadership, all departments, and a 10-person Engineering team.

- Within 2 months, created a new Roadmap (Now, Next, Later) & owned monthly Roadmap review with leadership. Within 6 months, presented Product content at the monthly All Hands calls.
- Conducted research to identify and document the needs of 4 key personas across 2 platforms, including a two-sided marketplace for facility staff and service technicians
- Refined delivery cadence & managed scope to achieve consistent delivery cadence with minor enhancements (feedback from Operations, Success, & Customers) deployed every 2 weeks & major enhancements deployed every 4-6 weeks.
- Successfully led the evaluation, selection, and implementation of UserPilot, a Product Engagement Platform, within a 2-month timeline, achieving cross-organizational goals and driving user engagement.
- Collaborated with partner companies to design and implement integrations with UptimeHealth as the hub, successfully exchanging connected device data, automating workflows, and linking systems to enhance efficiency and interconnectivity.
- Evaluated and recommended Learning Management Systems (LMS) to expand Personnel Compliance features, deferring full implementation in favor of an API-based integration with LifterLMS to enable streamlined content access across platforms.
- Implemented Explo dashboards to track platform success through data growth and feature impact through adoption & usage.

Senior Product Manager

Tebra / PatientPop | Remote | March 2021 - February 2023

Tebra / PatientPop drives practice growth through a patient engagement platform.

Completed all tasks associated with planning & delivery of features for the Scheduling portfolio. Generating quarterly roadmap of business problems to solve and related measures (adoption & impact) to achieve OKRs.

- Increased Median Appointments from 6 to 7 across ~5000 practices through delivery of large and small features to meet the portfolio OKR.
- Consolidated 3 scheduling solutions into 1 through feature flags, data migrations, and targeted Pendo campaigns - which reduced complexity, lowered maintenance costs, and enhanced user experience.

Senior Product Owner

SemanticBits | Remote | July 2018 - February 2021

SemanticsBits was contracted by HHS to deliver a platform that unifies Alternative Payment Model (APM) data to support standardized evaluation. Working directly with internal and external stakeholders to move features from ideation to delivery.

- Built a web-based application, leveraging back-end APIs and a generic front-end framework to efficiently manage model data.
- Designed & documented a Data Warehouse to migrate all data (models, participation, performance) from the application through a data lake to data warehouse having Dimension & Fact structures.
- Collaborated with customers and Engineering to streamline releases from 4 months to 2 months.

Product Manager

Qualifacts Systems, Inc. | Nashville, TN | March 2011 - June 2018

Qualifacts is an end-to-end Behavioral Health EHR. As State Reporting Product Manager, led changes required for state-compliance for 19 states and 30 systems. Provided guidance to new Product Managers regarding the role, process, documentation, and CareLogic functionality.

- Transitioned Product Roadmap from sales-led to customer-led to product-led.
- Successfully managed 8-10 state reporting changes each year via expedited process and performed both BA and QA tasks to meet the effective date, resulting in approximately \$250k NRR annually.
- Deployed a new Treatment/Service Plan feature that met all 4 key results after Beta - including 33% reduction in data entry time and 83% satisfaction level.
- Led CareLogic IMPACT as standard assessment framework. From 0 to 1, built simple assessments (PHQ-9 & GAD-7), then expanded to 60 instruments while advancing complexity. Created a new revenue stream through a Per User Per Month fee and integrated the IMPACT data into visualizations on the Facesheet & in the clinical documentation workflow.
- Co-led the achievement of Certified EHR Technology (CEHRT) in 2011 and 2014, ensuring technical compliance with HL7, CCDA, and reporting through discovery efforts.