JOSE VARGAS

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OBJECTIVE

Product Manager with 4+ years of experience in healthcare technology and platform consolidation. Proven track record of successfully integrating multiple applications into cohesive solutions while enhancing user experience and optimizing workflows. Seeking to leverage my expertise in product strategy, cross-functional leadership, and healthcare technology at Owl Practice Suite to advance mental health service delivery through platform unification.

EXPERIENCE

Hear.com

Product Manager | January 2024 - Present

- Led Provider Recommendation Service implementation, reducing operational costs by $150,000/year while increasing annual revenue by $5.7 million through improved workflow optimization
- Owned and managed 5 web applications (customer-facing, partner-facing, and internal tools), implementing a unified platform strategy that streamlined workflows and enhanced user experience
- Conducted regular user interviews with healthcare providers to identify pain points and translated findings into product enhancements, resulting in higher provider satisfaction
- Developed solutions for provider license management system handling 400+ licenses, ensuring compliance with healthcare regulations across multiple states
- Created comprehensive product roadmaps using data-driven insights, effectively communicating priorities to stakeholders and ensuring alignment with business objectives
- Implemented integrated analytics strategy using Mixpanel, LogRocket, and New Relic to track user behavior and product performance metrics across all platforms
- Orchestrated cross-functional collaboration between engineering, QA, business teams, and partner representatives through regular sync meetings and clear documentation

Hear.com

Associate Product Manager | January 2022 – December 2023

- Spearheaded development of unified payment platform integrating multiple payment APIs, improving EBITDA by over $200,000/year with 95% user adoption rate
- Facilitated Agile ceremonies including sprint planning, standups, and retrospectives, ensuring team alignment with business objectives and platform consolidation strategy
- Broke down complex requirements into achievable sprints while maintaining clear communication between technical teams and business stakeholders

Hear.com

ERP Support Specialist | November 2020 – January 2022

- Reduced Microsoft Dynamics NAV issue resolution time from several days to 1-2 days through efficient backlog management and proactive communication
- Gathered requirements from various business units to design and implement new features based on user needs

EDUCATION

Bachelor of Business Administration – Finance | Florida International University (FIU) Miami, FL.

SKILLS

Product Management

- **Platform Strategy**: Experience unifying multiple applications into cohesive solutions
- **Healthcare Focus**: 4+ years in healthcare technology with provider-facing applications
- **User-Centered Design**: Regular user interviews and feedback incorporation
- **Agile Methodologies**: 3+ years implementing sprint planning, backlog refinement, and retrospectives
- **Analytics Implementation**: Data-driven decision-making using tracking metrics and KPIs

Technical & Business Skills

- **Cross-Functional Leadership**: Coordinating across engineering, QA, sales, and support teams
- **System Integration**: API integration experience, microservice architecture, messaging systems