

Saul B. Kleinfeld

Senior Product & Implementation Leader | Driving Scalable Systems, Data, and Process Optimization

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SUMMARY

Product and technology leader with 12+ years of experience driving digital transformation across healthcare, SaaS, and operations. Delivered enterprise platforms that cut costs by 35%, improved system reliability by 40%, and accelerated delivery speed by 30%. Skilled at bridging business goals and technical execution to create measurable efficiency, adoption, and growth.

- Product Implementation
- Process Optimization
- Stakeholder Engagement
- Change Management
- Consulting & Client Partnership
- System Configuration
- Training & Enablement
- Data Analysis
- Technology Strategy

PROFESSIONAL EXPERIENCE

Senior Product Manager | RazorMetrics | Full-Time | September 2024 – November 2025

- **Efficiency Gains:** Reduced client onboarding time 40% by delivering an automated configuration platform that eliminated manual data entry and improved validation accuracy.
- **Product Adoption:** Increased cost savings per client 12% by developing optimized provider response templates that improved response rates and reduced turnaround time.
- **Operational Visibility:** Increased cross-team performance accountability 25% by building a KPI framework that connected real-time usage metrics to company OKRs.

Senior Product Manager | TeleVox | Contract | April 2023 – April 2024

- **Engagement Growth:** Increased daily active usage 17% by optimizing multi-channel communication workflows across SMS, push, and in-app notifications.
- **Operational Efficiency:** Reduced release cycle time 30% by coaching Product Owners, implementing Agile sprint planning, and improving backlog prioritization.
- **Product Adoption:** Increased feature adoption 24% by launching a feedback and sentiment analytics module that helped client teams better understand and act on engagement data.

Senior Product Manager | 7Eleven | Contract | April 2022 – April 2023

- **Revenue Growth:** Increased recurring revenue 25% by expanding the 7Now and 7Rewards digital ecosystems with new subscription benefits and targeted promotions.
- **Customer Retention:** Improved user retention 22% by delivering data-driven personalization features that enhanced engagement frequency and lifetime value.
- **Feature Optimization:** Boosted in-app conversion rates 18% by refining the loyalty sign-up flow and optimizing checkout usability through A/B testing.

Senior Product Manager | ShareCare | Contract | January 2022 – April 2022

- **Product Delivery:** Built and launched the Health Security SaaS product, positioning ShareCare as a leading provider of workplace compliance solutions for 100+ enterprise clients during COVID-19 recovery.
- **Revenue Enablement:** Supported an annualized \$500K revenue pipeline by leading the go-to-market strategy and launch of ShareCare's Health Security SaaS product.
- **Customer Engagement:** Increased B2B client engagement 35% by aligning feature design and customer success initiatives with evolving compliance and reporting needs.

Director, Enterprise Applications | AllerVie Health | Full-Time | April 2021 – December 2021

- **System Implementation:** Led deployment of a centralized patient management platform across 70+ clinic locations, reducing administrative workload 30% and improving appointment accuracy.
- **Workflow Optimization:** Increased operational throughput 25% by redesigning EMR workflows and automating patient intake, billing, and claims verification processes.
- **Team Development:** Trained and mentored 3 regional administrators and staff, achieving a 95% adoption rate for new digital workflows within the first 90 days of go-live.

Senior Product Manager | HHAExchange | Full-Time | November 2020 – April 2021

- **Customer Insight:** Partnered with clinicians and nurses to translate user feedback into actionable product improvements, driving a 10% productivity gain and stronger engagement across client accounts.
- **Quality Assurance:** Oversaw QA testing and release management, ensuring a 99.8% defect-free deployment rate and improving post-launch satisfaction scores among enterprise clients.
- **Cross-Functional Collaboration:** Coordinated with engineering, operations, and customer success teams to streamline post-launch support processes, reducing ticket resolution times 25%.

Director, Operations | NeurAbilities Healthcare | Full-Time | July 2019 – March 2020

- **System Integration:** Led the successful implementation of a new electronic medical records (EMR) platform across 4 regional clinics, improving clinical documentation accuracy 40% and reducing billing errors 25%.
- **Operational Efficiency:** Streamlined scheduling, payroll, and reporting workflows, decreasing administrative time 30% and improving patient throughput.
- **Training & Adoption:** Conducted hands-on training for 50+ clinicians and staff, achieving a 98% system adoption rate within the first 60 days of launch.
- **Cross-Functional Leadership:** Partnered with executive leadership, IT, and clinical directors to align system capabilities with strategic growth plans, supporting 15% annual expansion in patient volume.

Director, Product Management | Aveanna Healthcare | Full-Time | October 2013 – July 2019

- **Enterprise Integration:** Directed multi-year EMR and ERP implementations across 100+ clinics, optimizing data flow between payroll, credentialing, and billing systems, and reducing processing time 35%.
- **Mergers & Acquisitions:** Led technology integration and system harmonization efforts during multiple M&A events, performing on-site discovery, gap analysis, and defining target operating models to unify processes and platforms.
- **Process Automation:** Improved month-end close efficiency 40% by automating EDI data exchanges and reconciliation workflows between Aveanna and payer clearinghouses.
- **Revenue Growth:** Drove a \$1M monthly revenue increase by launching Aveanna's mobile clinical care staffing platform, enhancing caregiver placement, communication, and compliance tracking.
- **Operational Intelligence:** Developed a unified reporting and metrics framework, improving organizational transparency and enabling data-driven decisions that boosted performance 15% year over year.
- **Training & Change Management:** Led a multi-year rolling implementation across corporate and field operations, training initial corporate teams as system champions and subsequently deploying to 100+ offices and clinics, achieving 95% adoption within 90 days of each regional launch.

EDUCATION

Northwestern University | Master of Arts, Sports Administration & Analytics | In Progress

University of Phoenix | Master of Business Administration (MBA)

University of Texas at El Paso | Bachelor of Business Administration, Management

CERTIFICATIONS

Certified Scrum Product Owner (CSPO) | Six Sigma White Belt | Lean White Belt | Product School – AI, Analytics, Growth & Strategy