

ALEXANDRA COOK

CONTACT



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Atlanta, GA

EDUCATION

B.S Computer Information Systems

Valdosta State University
Valdosta, GA | 2017

SKILLS AND TOOLS

HIPAA, EDI ANSI X12, HL7, CCDAs, CQMs, VBC, Revenue Cycle Management, SMS, Scrum, Kanban, Nexus, Agile, Atlassian Suite, AWS (ECS, Lambda, Data Lake, Quicksight, Pinpoint, Lex...), Spanish (Intermediate Proficiency)

CERTIFICATIONS



PROFILE

Professional Scrum Master and Product Owner with proven success delivering engaging healthcare products for clients ranging from single-provider practices to large-scale health systems. Looking to combine a technical background and agile business mindset within a Product centered role.

EXPERIENCE

Scrum Master - Docent Health

Get Well | Remote | 2021 - PRESENT

- Act as a technical liaison by assisting product and partnership success teams to develop requirements for ongoing projects with clients
- Guide team and organization on Scrum and Agile best practices streamlining communication and increasing overall engineering capacity
- Train and guide Product Analysts on developing and prioritizing product backlog items using agile techniques

Senior Software Engineer

Docent Health | Remote | 2020 - PRESENT

- Work cross-functionally to build and design patient experience software that improves a patient's individual journey through personalized SMS, voice and e-mail communication
- Conduct technical and culture fit interviews for engineering and product candidates
- Provide Tier 3 support for end-users and clients

Industry Advisory Board Member

Valdosta State University | Volunteer | 2020 - PRESENT

- Work with the Computer Science Department as an advisor for their continuing ABET accreditation process

Lead Developer - Hospital Billing

Azalea Health | Atlanta, GA | 2019 - 2020

- Designed and built a new hospital billing product by coordinating with the CEO, VPs of Sales, Marketing, and RCM
- Wrote, prioritized and assigned Product Backlog Items to developers within and outside my team
- Trained, managed and led a team of Full-Stack Engineers

Full Stack Software Engineer

Azalea Health | Valdosta, GA | 2017 - 2019

- Led and maintained multiple API integrations within the Ambulatory EHR, EMR and Telehealth solutions
- Helped build internal RESTful FHIR eMPI to connect ambulatory and inpatient products
- Collaborated and assisted in Azalea EHR's MU3 Certification process
- Assisted in the development and design of the Azalea EHR, PM, EMR, Kiosk, Mobile, Patient Portal and Telehealth products