Alexandra Cook

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Scrum Master 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 Management role.

PROFESSIONAL EXPERIENCE

GET WELL NETWORK - DOCENT   **Remote**
Scrum Master   *Jan 2021–Present*

- Act as a technical liaison by assisting product and partnership success teams as a in both internal meetings and meetings with clients like CommonSpirit, Northwell, Sutter Health and Adventist Health
- Define the roadmap and OKRs through collaboration with the GM, Product Team and Lead Developer
- Streamline communication and increase engineering capacity by teaching Scrum Practices to the Docent Team

DOCENT HEALTH   **Remote**
Senior Software Engineer   *Aug 2020-Jan 2021*

- 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

AZALEA HEALTH   **Atlanta, GA**
Lead Developer - Hospital Billing   *Nov 2019–Aug 2020*

- Designed and built a new hospital billing product by coordinating with the CEO, VP of Sales and VP of RCM
- Wrote, prioritized, and assigned Product Backlog Items to developers within and outside my team
- Trained and led a team of three full-time developers and five rotating developers

AZALEA HEALTH   **Valdosta, GA**
Full-Stack Software Engineer   *Feb 2017-Nov 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, Patient Portal and Telehealth products

ADDITIONAL SKILLS

- HIPAA, EDI ANSI X12, HL7, CCDA, CQMs, UB-04, HCFA-1500, CPT, DX, LOINC, SnoMed, MU3, CMS, Revenue Cycle Management, Scrum, Agile, Atlassian Suite, AWS, Spanish (Intermediate Proficiency)

EDUCATION

VALDOSTA STATE UNIVERSITY   **Valdosta, GA**
Bachelor of Science in Computer Information Systems (minor: Spanish)   *May 2017*