

# Mandy (Amanda) Wood

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Passionate advocate for delightful user experience and product led growth. Looking to leverage 5+ years in healthcare technology environments combined with 10+ years of experience in other professional industries.

## Skills

*Empathy • Creativity & Problem Solving • Critical Thinking • Research • Writing • Detail Oriented*

## Education

Central Michigan University

M.S.A. - Training & Organizational Development

Michigan State University

B.S. - Human Biology - Lyman Briggs School

## Key Work Experience

DrFirst, Inc. - Backline by DrFirst  
Product Specialist

November 2022 - Present

- Manage, design, and consolidate 9 mobile and web healthcare SaaS products
- Subject matter expert for product technology, support, implementation, and client relationships for 5 products within the product portfolio
- Strategize solutions focused on tackling ambiguous problems in the areas of protocol-driven end-to-end workflows, communication awareness and efficiency, and improving patient outcomes.

Diagnotes, Inc.  
Director, Professional Services

July 2019 - November 2022

- De facto Product Manager representing the voice of the client to the engineering department
- Directed the Implementation, Education, Support, and Client Experience teams (i.e. Professional Services)
- Drove and enabled rapid growth of product features as well as user adoption
- Specialized in custom workflow enhancement projects resulting in product technical specs and requirements

Regenstrief Institute - Center for Biomedical Informatics  
Project Manager

May 2018 - July 2019

- Managed research and product development across several grant-funded projects. Projects included: utilizing machine learning algorithms designed to predict upstream social determinants of health and patient record matching algorithms utilizing electronic health records.
- Coordinated with investigators, engineers, data analysts, and others to ensure on time delivery of milestones.

The Dow Chemical Company - (TERC)  
Cellular, Molecular, & Predictive Toxicology Technologist

January 2007 - January 2015

- Designed and conducted *in-silico*, *in-vitro*, and *in-vivo* studies for the assessment of molecule toxicity
- 2012 Technologist of the Year Award recipient
- Authored or co-authored 10+ publications and posters

## Other Notable Work Experience

Central Michigan University - Center for Excellence in Teaching & Learning Instructional Technology Graduate Assistant	January 2018 - April 2018
Chippewa Nature Center Various Roles	March 2015 - December 2016
National Institutes of Health - National Cancer Institute Cellular, Molecular, & Predictive Toxicology Technologist	July 2005 - July 2006
Michigan State University Laboratory Technical Aide	February 2004 - July 2005

## References

*Available upon request*