AUSTIN WALKER

Technical Product Manager | 0-to-1 Healthcare SaaS | Compliance, AI, and Scalable Delivery

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PROFESSIONAL SUMMARY

Builder-PM hybrid combining technical fluency with product strategy to de-risk regulatory challenges and accelerate compliant product launches. Proven success leading multi-tenant healthcare platforms (HIPAA, LegitScript, FHIR) from concept to production in 9 months or less. Hands-on technical depth enables effective cross-functional leadership across engineering, clinical operations, and compliance teams in highly regulated environments.

KEY ACHIEVEMENTS

• **Identified opportunity to build next-generation telehealth platform** incorporating AI diagnostics and compounding pharmacy network, then shaped product strategy and launched HIPAA-compliant platform from concept to production in 6 months—delivering 150+ features across 12 two-week sprints with 95% on-time delivery and 25 beta patients onboarded in first 3 weeks post-launch

• **Diagnosed critical regulatory and integration challenges** facing multi-state telehealth operations and independently navigated LegitScript healthcare certification while architecting multi-pharmacy fulfillment network (3 partners), DoseSpot e-prescribing integration, and AI clinical documentation system reducing physician workload by 60%

• **Recognized scalability constraints in healthcare content management** and designed medication protocol architecture supporting 514 medications across 36 disease states with HIPAA-compliant data integrity, establishing foundation for multi-tenant SaaS platform serving healthcare clinics nationwide

CORE COMPETENCIES & TECHNICAL SKILLS

Healthcare & Regulatory Expertise: HIPAA Compliance • LegitScript Certification • E-Prescribing (SureScripts, DoseSpot) • Healthcare Data Standards (HL7, FHIR, X12 EDI) • Medical Coding (ICD-10, CPT) • Regulatory Documentation (SOC 2, FDA) • Pharmacy Network Management • Prior Authorization • Claims Adjudication • Clinical Workflow Integration • EHR Systems • Medical Terminology

Product & Project Management: Agile/Scrum Leadership • Sprint Planning & Execution • Product Roadmap Development • Stakeholder Management • Change Management • Risk Management • Resource Allocation • Technical Requirements Documentation • User Story Development • Backlog Prioritization • Cross-Functional Team Leadership • API Integration Strategy

Technical & Development: Ruby on Rails • JavaScript • React • Next.js • SQL/PostgreSQL • REST APIs • HTML5 • CSS3 • Git/GitHub • AWS • Docker • System Architecture • ML/AI Operations • Claude AI API • LLM Integration

Tools & Platforms: JIRA • Confluence • ClickUp • GitHub • PostgreSQL • Docker • AWS

PROFESSIONAL EXPERIENCE

Product Lead & Technical Product Manager | Curious Office (Hedfirst/Teligant)
Remote | Sep 2024 – Sep 2025

Led product strategy across two concurrent initiatives under Curious Office portfolio: **Teligant Platform** (multi-tenant telehealth SaaS) as Technical Product Manager, and **Hedfirst Clinic** (Idaho-based remote medical clinic) as Product Lead for first Teligant implementation.

• **Identified market opportunity for AI-enhanced telehealth** and proposed building next-generation platform incorporating learnings from previous telehealth experience—supoprted launch of Idaho-based clinic from concept to patient-serving operations in 9 months, achieving LegitScript certification, 3-pharmacy network integration, and 25 beta patients onboarded in first 3 weeks

• **Diagnosed critical workflow gaps through physician observation** (prescription routing errors, no systematic pharmacy guidance) and shaped product roadmap addressing clinical bottlenecks—delivered 150+ features including pharmacy fulfillment system, lab testing integration, and membership model driving new revenue streams

• **Recognized need for scalable content architecture** and co-designed medication protocol system supporting 514 medications across 36 disease states, enabling rapid therapeutic vertical expansion without engineering bottlenecks

• **Identified 8-hour physician documentation bottleneck** and championed AI automation strategy, deploying AI integration that reduced manual workload by 60% while maintaining 92% clinical accuracy—establishing competitive differentiation in AI-enhanced diagnostic care

• **Shaped multi-tenant SaaS platform strategy** enabling white-label healthcare clinic deployment, architecting order hierarchy system handling complex subscription/appointment/lab workflows that scaled to support membership products and appointment scheduling without architectural changes

• **Co-led cross-functional team of 8** through 12 two-week sprints, balancing physician requirements with regulatory constraints and engineering capacity while achieving 95% on-time delivery rate and zero critical production issues

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Solutions Engineer & Software Engineer | Onyx MP Growth (CompoundLive/Rugiet Health)
Austin, TX | Feb 2023 – Sep 2024

• **Identified deployment bottleneck** in enterprise client implementations (5-month typical cycles) and designed reusable integration frameworks with streamlined compliance workflows—reducing deployment time to 5 weeks and enabling 4 successful enterprise launches

• **Led pre and post sales technical discovery sessions** with C-suite executives at 4 healthcare companies, translating complex compliance requirements (HIPAA, SOC 2, state-specific regulations) into actionable product roadmaps and contributing to 25% increase in deal closures through technical credibility

• **Diagnosed quality issues in development process** and championed agile improvements including 2-week sprint implementation and HIPAA-compliant code review practices, increasing sprint velocity by 16% and reducing security-related bugs by 45% while maintaining 100% HIPAA compliance

Lead Instructor | LEARN Academy   Austin, TX | Apr 2021 – Feb 2023

• **Designed and delivered comprehensive full-stack curriculum** to 170+ students across 9 cohorts, achieving 95% satisfaction rate and 85% tech placement within 6 months through 120+ lectures, 200+ code reviews, and 450+ technical assessments

• **Mentored assistant instructors** on technical knowledge development and classroom leadership, establishing quality standards that improved student learning outcomes

Team Leader | Philz Coffee   Southern California | May 2016 – Apr 2020

• **Co-Led operations across high-volume Southern California locations**, managing teams of 5-10 baristas and achieving 100% schedule adherence for 12 consecutive months through data-driven forecasting

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EDUCATION

Full Stack Web Development Certificate | LEARN Academy | 2020
 Core Technologies: React, Ruby on Rails, JavaScript, SQL, Git, PostgreSQL, RESTful API Development

Coursework in Religious Studies | California State University, Chico | 2009 - 2014

REFERENCES

Daria Smith | COO, Hedfirst | daria@hedfirst.com | (206) 501-0449 | Direct supervisor - can speak to product leadership, regulatory compliance expertise, and 0-to-1 clinic buildout

John Sanchez | Previously CTO at Onyx MP Growth | mail@johnsanchez.me | (808) 430-1804 | Direct supervisor - can speak to technical depth, client-facing solutions delivery, and enterprise implementations

Sagar Janveja | Previously VP of Operations, Rugiet Health | sagar.janveja@cadallas.com | (734) 674-4220 | Cross-functional stakeholder - can speak to client impact, work culture and team collaboration