

# RODNEY GAUNA

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## PROFESSIONAL PROFILE

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A consummate, knowledgeable and creative professional skilled at managing the development of Medical software applications and systems that support healthcare delivery and foster real-time collaboration between medical personnel providing immediate access to patient health records. Possess demonstrable expertise leading cross-functional teams in planning, handling, supervising and managing product development to ensure a defect-free quality and real-time performance of all applications and platforms that support electronic health records and health record information exchanges. Adept seamlessly at delivering integrated marketing capabilities including Research, Strategic planning, overseeing the product life cycle, merchandizing, identifying consumer needs, and product display. A dedicated team player noted for conceptualizing innovative out of the box techniques that ensure customer satisfaction and retention. Articulate communicator, proficient with database programs including Microsoft, Web Design and development, and other software applications.

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## CORE COMPETENCIES

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|------------------------------------|------------------------------|-------------------------------------|
| • Validation and Maintenance       | • Strategic leadership       | • Team Management                   |
| • Customer Impact                  | • Market Knowledge           | • Development and code reviews      |
| • Process Management               | • Documentation / Reporting  | • Strategic Problem Analysis        |
| • Data Analysis and Monitoring     | • Team Supervision           | • Configuration and Troubleshooting |
| • Process Optimization             | • Commercial Orientation     | • Records Management                |
| • Resource and Option coordination | • Process Monitoring         | • Negotiation/Conflict Resolution   |
| • Regulatory Compliance Know-how   | • Qualitative Skills         | • Budget Management                 |
| • Web development and management   | • Problem Resolution         | • Design and Facilitation           |
| • Incident and bug resolution      | • Quality Systems Regulation | • Risk management                   |

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## PROFESSIONAL EXPERIENCE

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### Senior Product Manager

Mar 2018 - Present

#### ChiroTouch

- Develop product roadmaps based on maximum revenue opportunities.
- Lead and coordinate analysis of product specifications and enhancements, customer feedback, and market testing for the development of the next-generation product.
- Lead requirements gathering effort on the epics as needed — consulting with internal subject matter experts and customers.
- Identifies product gaps, generate new ideas, and influence investment decisions to improve product capabilities.
- Balances business requirements with technical feasibility and scalability.
- Works with key stakeholders to prioritize capabilities and product backlog in accordance with the vision, strategy, business values, dependencies and technical risk.
- Works with development to build release plans, manage development and delivery of user stories according to plan and provide business with effort estimates for key initiatives
- Documents story details based on the epics.
- Creates mockups and UX designs.
- Writes acceptance criteria and collaborates with QA to ensure products are thoroughly tested and meet quality measures.
- Attends scrum meetings including standups, retrospectives, and reviews/demonstrations.
- Manages and report status on projects. Ensures timely and accurate completion.
- Demonstrates latest iteration to stakeholders (pre-release) and gathers feedback.
- Runs customer beta program for each release – identify customers, preparing customers and working closely to gather and prioritize feedback.

### Chief Technical Product Owner (Senior Requirements Engineer)

April 2016 - Feb 2018

#### NextGen Healthcare

- Led multiple Scrum teams in developing business cases for EHR improvements, gathering requirements, translate concepts into wireframes and mockups, built prototypes for usability testing, and directed development teams to solve complex usability problems by devising elegant solutions.

- Built, own and manage a technical product roadmap from features to prioritize capabilities and opportunities. Plan and drive solutions through leading and developing a team of technical product owners.
- Collaborated efficiently with other Product Owners and functional groups to optimize process to align with product vision developed.
- Conceptualized and Implement game-changing innovative products that deliver a better healthcare experience.
- Optimized execution by working with engineering teams to deliver solutions that meets multiple needs (e.g. Configurable applications that require minimal customization for various pillars).
- Conducted and implemented various forms of research, included (but not limited to) contextual inquiries, usability studies, surveys, competitive analysis, and remote research. Partner with UI/UX design teams to create strategic solutions that balance user and business objectives.
- Oversaw a set of products and ensured product teams are appropriately resourced, focused on the key priorities, alignment between roadmaps to achieve portfolio/channel objectives.
- Promote the product vision, and empower the customer value proposition internally and externally as the business owner for the product, with responsibility for setting product direction and prioritization.
- Led the analysis of feasibility, cost ramifications, economies, or other aspects of planned or potential programs.

#### **EHR Application Analyst Supervisor / Developer**

**July 2015 - April 2016**

##### **Monarch HealthCare (OptumCare-UnitedHealth Group)**

- Provided leadership - reviewed requirements, coordinated with the application development team, distributed tasks, created test plans, coordinated EHR Business Analyst team, and participated in supporting physicians and their office staff with the use of NextGen and related products.
- Oversaw annual performance appraisals of EHR Business Analyst team members
- Managed new practice implementations, post-implementation processes and actively assists
- EHR team in identifying opportunities to maximize the use of NextGen and developing recommendations
- Led the analysis and documentation of business requirements of a physician's office and clinical workflow as they pertain to the implementation of EPM and EHR software
- Evaluated EHR recommendations and/or alternatives that address existing and potential areas of improvement in physician office operations and assists in the development of action plans for implementation
- Facilitated the design and configuration of the EPM and EHR software in the most efficient manner to support the physicians' office requirements and future state workflows, working collaboratively with all ITS and business operations areas
- Responsible for the creation, utilization, implementation of customized training curriculum to train and instruct the physician's office staff on the use of the features of the EPM and EHR software effectively
- Led the development of implementation methodologies to ensure successful project outcomes
- Resolved escalated issues directly and remotely utilizing training and provided documentation

#### **Integration Manager**

**June 2014 - June 2015**

##### **HL7 Engineer at HealthFusion Inc.**

As the Integration Manager, I accomplished department objectives by managing staff, planning and evaluating department activities, and implementing the integration of applications and solutions.

- Provided leadership for staff, clients, and vendors.
- Performed business object-based rationalization in coordination with HealthFusion business objectives including Integration roadmap, governance, designs, standards, and architecture
- Led Integration teams, and has overall leadership responsibility for Interface objects in the design and execution
- Lead and provide specialized and technical guidance for complex solution engineering challenges
- Identified tools for business error monitoring of Interfaces define alert generation strategy for various business errors(Interfaces errors due to data), and enhanced design (functional and technical) to capture alerts and monitoring requirements
- Ensured compliance with architecture standards and ensured that the designed solution matches the business requirements
- Collaborated with all departments to support the governance model for enhancements to all platforms that support the customer-focused approach but ensures compliance with the business process management goals and objectives
- Provided subject matter expertise to projects with regards to functional track. This expertise is from a process perspective and will cross multiple technologies

#### **Senior Consultant**

**July 2011 - March 2014**

##### **Object Health**

- Healthcare consultant focused on privacy and security, electronic health record implementations, project management, and community health improvement projects.

- Handled Implementation of Electronic Medical Records, Integration of Third-Party Solutions, Clinical Workflow Redesign, Analysis of existing systems, Project Management

**Acting Chief Information Officer**

**May 2012-Dec 2012**

**Chief Information Officer consulting focused on project management, implementation of Prime**

- Clinical EHR, clinical workflow redesign, analysis of existing systems, strategic planning, and managing IT department.
- Monitored Implementation of Electronic Medical Records.
- Oversaw clinical Workflow Redesign and analysis of existing systems.
- Managed IT Department and provided strategic planning for IT Department.

**Health Information Analyst**

**June 2010-June 2011**

**Clinicas de Salud del Pueblo, Inc**

- Prepared and presented trend reports on target metrics including financials, productivity, utilization rates and demand studies; identified problematic data quality issues and/or ineffective practices.
- Handled quality assurance for information technologies, including support to Chief Information Officer, Chief Medical Director, Chief Operations Officer, and Chief Executive Officer.
- Project managed NextGen EHR in a 1 year roll-out (10 sites, 64 providers, and 120,000 unique annual patients), population health management reporting and analysis using NextGen EHR and i2i Tracks, quality assurance and improvement (focused on operations, technology, and medical protocol improvements [resulted in decreased average of HbA1C of Type 2 Diabetes population]).
- Implement and maintain Electronic Health Records

**Reserve Engineer Firefighter / Emergency Medical Technician**

**June 2004 - Oct 2010**

**Volunteer and Paid Firefighter I / Emergency Medical Technician - Optional Scope**

- Ensured protection of life, property, and environment through fire suppression, prevention, and ambulatory emergency medical care.
- Drove, operated and maintained Class 3 fire engine
- Instructed and trained other Reserve Firefighters in fire suppression tactics

**Operations Manager**

**Jan 2004 - Sep 2008**

- Provided IT support for end users
- Managed team of five to complete tasks as assigned by the CEO

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**EDUCATION**

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**University of California**

**San Diego**

School of Extended Studies and Public Programs

Certification of User Experience (UX) Design, Human Computer Interaction

2017 - 2018

**University of California Extension**

**2016 - 2017**

Front End Web Development Certification, Computer Programming, Specific Applications

**Imperial Valley College**

**2007 - 2008**

Nationally Registered Emergency Medical Technician - Intermediate Optional Scope, Emergency Medical Technology/Technician (EMT)

**Imperial County Fire Department**

**2004 - 2006**

**Firefighter Engineer, Fire Science/Fire-fighting**

**High School Diploma, General Studies**

**2000 – 2004**

**References and other relevant documents available upon request.**