

FELIPE DELGADO

PRODUCT LEADER

WORK EXPERIENCE

Scripps Research

Apr 2021–Present Senior Product Manager, Digital Health

Leading product development and user experience design for the implementation of digital clinical trials at the Digital Trials Center.

Helped launch 5 new studies and currently supporting technical operations for our research platforms.

Adaxa Technologies (a UnitedHealth Group subsidiary)

Nov 2019–Apr 2021 User Experience Manager

Apr 2018–Nov 2019 User Experience Project Manager

Jan 2016–Apr 2018 Technical Product Manager

Championed product and design strategy for greenfield initiatives, presenting plans with IT executives and cross-functional senior peers.

Led the design of responsive web apps targeting ~5 million dental insurance members, a tablet app for a team of 25+ site auditors, and coordinated development activities with internal and external software engineering teams.

Shipped an online provider enrollment application, owning the product roadmap and backlog. Developed a dashboard to monitor product usage and KPIs.

Led user research for a new call center software initiative, facilitating and participating in contextual inquiries and stakeholder interviews to gather qualitative data.

Critiqued and gave feedback on design artifacts, and performed UI audits on software increments.

Built production-grade static websites, mobile and web application prototypes, and other technical proofs-of-concept.

Provided technical and domain expertise in data modeling and software architecture design initiatives.

MCNA Dental

Oct 2010–Jan 2016 Software Engineer

Maintained and implemented new features for the company's Ruby on Rails-based MIS and automated claim adjudication system.

Designed and built a web API and batch scripts in Ruby to normalize and standardize US postal addresses for members and providers.

Created technical proofs of concept as part of a team of Common Lisp programmers, using in-house libraries for web UI, data migrations, and an NLP rule engine.

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Orlando, FL

CORE SKILLS

Stakeholder management

Customer support

Clear written & visual communication

Presenting to a small audience

Bilingual in English and Spanish

TECHNICAL SKILLS

Product Management

User Experience Design

Process Automation Modeling

Software Architecture

Full-stack Web Development

PRODUCTIVITY TOOLS

Google Docs, Dropbox Paper

Figma, Adobe CC, Concepts app

Emacs, Visual Studio Code, git

Slack, Zoom

macOS, Unix-like operating systems

EDUCATION

Bachelor of Information Technology

American InterContinental University

June 2006

Associates in Computer Info. Systems

Miami Dade College

December 2004

CERTIFICATIONS

Pragmatic Marketing Certified—Lvl. III

Scaled Agile Framework Agilist

Certified Scrum Product Owner

Certified Scrum Master

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WORK EXPERIENCE (CONTINUED)

Solstice Benefits

Dec 2009–Oct 2010 Software Developer & Analyst

Designed, built, and maintained a dental benefits member web portal in C# and ASP.NET using a multitiered architecture.

TradeStation Technologies

Apr 2006–Dec 2009 Software Test Engineer

Designed and executed test cases for 4 major web projects writing detailed bug reports, and wrote automated scripts for repetitive functional tests.

Streamlined the deployment process to QA environments by creating a graphical tool in C# and WPF using the Visual SourceSafe API.