

Dave Scaglione, MS

Charlotte, NC | dave.scaglione@gmail.com | Mobile: (980) 240-8243 | linkedin.com/in/davidscaglione

EXECUTIVE SUMMARY

A dynamic and results-driven **Product Management Professional** with 10+ years' experience leading and delivering customer-focused data, analytics solutions, and solving market problems. An advanced understanding of marketing, data analysis, and finance enables successful product roadmap management, product launch and strategy with a focus on profitability, anticipating market trends, initiating timely product development, and commercialization of new products.

Proven ability to combine passion, creativity and drive with well-developed communication and problem-solving skills to consistently manage multiple projects simultaneously, streamline operational efficiency, develop goals, drive continuous process improvement, cultivate client rapport to improve engagement, and establish customer-focused policies and procedures.

Key Competencies:

- Product Management
- Agile Methodologies
- Scaled Agile Framework (SAFe)
- Large Scale Scrum (LeSS)
- Wireframes/UX Prototypes
- Tableau
- ServiceNow
- Confluence
- Amazon Web Services (AWS)
- JIRA
- Customer/User Personas
- Product Roadmaps

PROFESSIONAL EXPERIENCE

TIAA, Charlotte, NC

2018 to Present

Product Manager

- Support projects by defining technology launch roadmaps that dove-tail with business and compliance process requirements while taking ownership in the internal B2B custom-built platform called Marketplace, built upon the ServiceNow platform.
- Work with stake holders throughout company to create product plans, and roadmaps, collecting and analyzing feedback from customers, and other teams to shape requirements, features, and end products.
- Enable digital application development partners to perform self-service provisioning of both component level infrastructure items as well as infrastructure patterns.
- Continuously grow and develop an expert working knowledge of all products, services, software development lifecycle, production environments and business flow.
- Manage the Cloud Innovation Lab where internal customers work on proofs of concepts in a safe and secure sandbox environment and test the latest bleeding-edge Cloud technologies.
- Research and evaluate emerging trends and technologies, integrating insights from usability studies and research to improve user experience and refine the roadmap.
- Head up projects around cost estimation and chargebacks for AWS and on-premise applications and their corresponding infrastructure.
- Implement and train Agile methodologies to teams and staff and the management of multiple development teams across multiple platforms.
- Collaborate with IT to scope out solutions and plan development milestones, proactively identifying the dependencies, constraints, and risks to the plan and adapt and guide team through change based on new information.
- Responsible for marketing to internal customers, including graphic design of marketing assets and surveys.

CoverMyMeds (a Division of McKesson), Charlotte, NC

2015 to 2018

Product Manager Enterprise SaaS Products (2018)

- Participated in all areas of the product lifecycle from gathering requirements to launch readiness for a \$97MM healthcare company catering to enterprise health system clients.
- Drove product innovation and opportunities through feedback from various internal stakeholders, partners and customers as well as market data.
- Helped define success metrics and measure impact and results of new deliverables and gathered production feedback to prioritize in the product backlog.

- Led the Voice of the Physician Customer initiative in collaboration with the User Research team.
- Worked closely with the Analytics team to measure KPIs throughout the fiscal year and ensure that the product was on time and generated positive ROI.
- Collaborated with Architects and Developers to develop, prioritize and manage the product backlog in a lean and agile environment while working with UX and User Research team on new designs and workflows.
- Ownership of business case documentation and monthly stakeholder updates across the organization.

Product Developer Incubation Studio (2017 to 2018)

- Instrumental in the launch of the Minimum Viable Product (MVP) of the organization's new Specialty medication platform across 4 large health system partners.
- Collaborated with Product, Engineering, and Data Science & Analytics leadership to set high-level vision and roadmap for utility data and data engineering work, overseeing the sprint process.
- Gathered and detailed product requirements from stakeholders across the organization for key roadmap items, evaluating technical complexity of requirements in order to appropriately prioritize work and manage expectations cross-functionally.
- Responsible for the testing and validation of the new Specialty medication platform for Providers, Pharmaceutical Hubs and Specialty Pharmacies.
- Accountable for company innovation headline representing a \$220MM opportunity in the Specialty medication space.
- Responsible for creation of Epics, User Stories and Acceptance Criteria as well as backlog grooming for our Scrum team and weekly sprint retrospectives and oversaw the creation of the Product Experience Panel which engaged our top users in beta and MVP testing and feedback.
- Developed Real Time Insurance Verification platform for McKesson Reimbursement and Patient Access Services hub personnel.

Field Services Manager (2016 to 2017)

- Led a team of field services agents that engaged large health systems in best workflow practices around the ePrescribing and medication prior authorization processes.
- Provided program direction to the field, managed program KPI's, and provided timely development of ongoing and ad-hoc reports resulting in an increase in platform usage across health system partners by 19% representing a \$9MM revenue increase.
- Team was responsible for identifying high volume prescribers of specialty medications and enabling an easier medication process for their staff.
- Responsible for delivering feedback from external users and clients for product development.

Provider Solutions Consultant (2015 to 2016)

PREVIOUS POSITIONS

Prime Therapeutics, LLC (2011 to 2015)
Principal Product Manager for Provider Connectivity,
Associate Product Manager For eHealth

CompuGroup Medical / Healthport (2010 to 2011)
Electronic Health Records & ePrescribing Trainer

CVS Caremark (CVS Health) (2008 to 2010)
Electronic Prescribing Consultant

Digital Media Communications (2000 to 2008)
IT Manager

EDUCATION

Southern Wesleyan University
Master of Science, Management | Magna Cum Laude

Toccoa Falls College
Bachelor of Science, Broadcasting

CERTIFICATIONS

Amazon Web Services, *Certified Cloud Practitioner*
Scaled Agile Framework (SAFe), *Certified Agile Product Manager (APM) 5.0*
Scaled Agile Framework (SAFe), *Certified Agilist SAFe 5.0*
Pragmatic Marketing, *Certified Product Manager (PM-II)*
Lean Six Sigma, *White Belt*