CARRIE TRACY

DIRECTOR, PRODUCT MANAGEMENT

Dynamic, flexible and committed leader with a passion for knowledge, structure, teamwork and quality
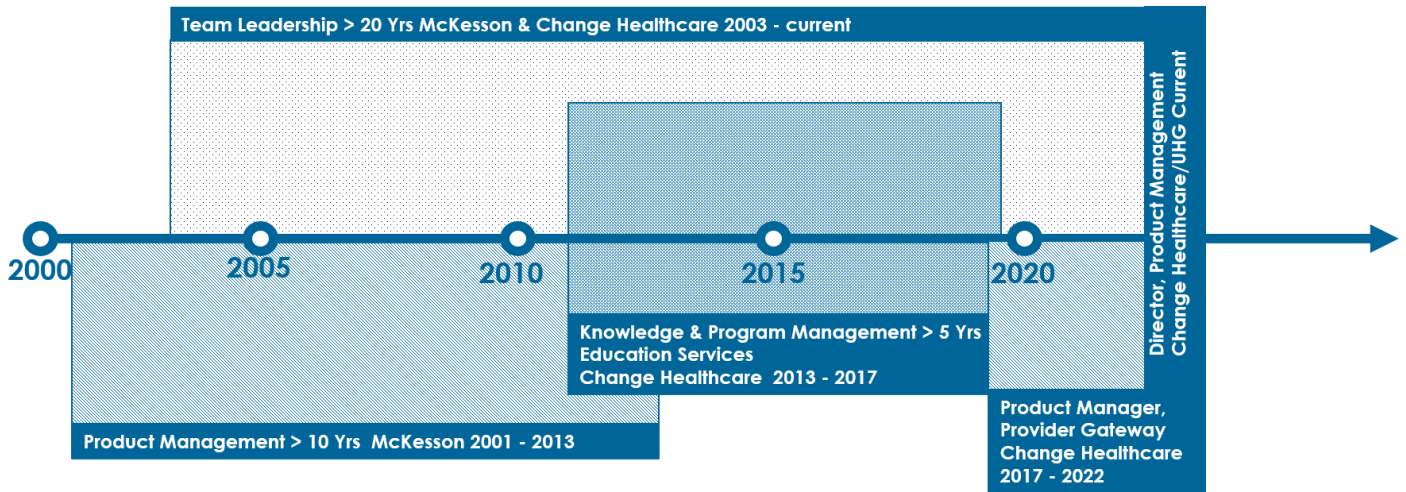
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CAREER MILESTONES

Team Leadership > 20 Yrs McKesson & Change Healthcare 2003 - current

2000   2005   2010   2015   2020

Director, Product Management
Change Healthcare/UHG Current

Knowledge & Program Management > 5 Yrs
Education Services
Change Healthcare 2013 - 2017

Product Management > 10 Yrs McKesson 2001 - 2013

Product Manager,
Provider Gateway
Change Healthcare
2017 - 2022

PROFESSIONAL PROFILE

- Over 25 years of progressive experience and responsibility with documented success driving product strategy and development life cycles, program, process, and knowledge management.

- Proven qualified leader of direct and matrix teams of varying sizes, roles, and skills

- Highly skilled at driving strategies and tactical plans to completion, driving efficiency and process, facilitating work groups, and managing change.

- Effectively analyze business problems, identify and implement solutions.

- Energetic and intrinsically motivated with highly refined organizational and team building skills.

- Strong communication and writing skills, very effective relating with all levels within an organization.

- Ability to translate technical details into layman's terms for general audiences is built upon a background in software development and management Instructional Design professional responsible for design and development of engaging educational programs including instructor-led workshops, video, animated shorts, and interactive eLearning based curriculum.

- Often referred to as a calming influence in an organization.

SKILLS

▶ People Leadership
▶ Agile Development & SAFe
▶ Strategic Product Lifecycle Management
▶ Software Development Lifecycle Mgmt
▶ Process Optimization & Change Mgmt
▶ Analytics Visualizations
▶ Critical Thinking & Innovation
▶ eLearning Design & Video Production
▶ Website Authoring

AREAS OF EXPERTISE

▶ Team Leadership & Mentoring
▶ Product Management
▶ Agile Software Development
▶ Program Management
▶ Process Improvement
▶ Knowledge Management
▶ Instructional Design
▶ Business and Systems Analysis

EDUCATION

▶ CIS program at Phoenix College
▶ Undergraduate degree experience equivalent
▶ SAFe for Teams (2020)
▶ Innovation Master Class and Certification
▶ Certified Knowledge Manager, KMI (2020)
▶ edX: Instructional Design & Technology
▶ VitalSmarts™ Crucial Conversations
▶ VitalSmarts™ Influencer, Situational Leadership
▶ Applied Strategic Thinking
▶ Essential Skills for the Business Analyst
▶ Pragmatic Marketing: Marketing Effectiveness
▶ Pragmatic Marketing: Practical Product Mgmt

PRODUCT MANAGEMENT

- Directly managed team of senior level product managers in clinical interoperability and identity management services
- Over 15 years of experience managing healthcare products for payer and provider markets
- Directed domestic and international technical teams in a matrix organization responsible for building, testing, and deploying health care solutions.
- Facilitated organizational learning, change management and championed Agile process adoption and improvements.
- Coordinated across Agile teams for progress, impediment resolution, and portfolio management oversight
- Mentored fellow product managers in process, skills, and innovation, and career development
- Developed and obtained approval from senior management for product business plans, strategic roadmaps, proposals, and opportunity assessments.
- Prioritized product and team backlogs using team-building skills to negotiate resolutions and resource allocations with Development.
- Performed strategic analysis and fiscal year planning based upon customer needs analysis.
- Ensured appropriate level of documentation and information flow for requirements gathering, development, operational readiness, release notifications, and sales support.
- Developed and maintained good relations with over 250 customers to achieve the goal of repeat business and continued maintenance revenue.

KNOWLEDGE MANAGEMENT

- Led Knowledge Management team responsible for managing, growing, and delivering customer and internal knowledge assets including online documentation, eLearning, and instructor-led training materials.
- Built role based education and certification program resulting in improved product knowledge performance scores across the Services organization (baseline knowledge scores of 6.5 raised to 8.5 on average)
- Created and executed Essential Skills training program for over 100 Services employees reaching a 99% on-time and passing rate compliance.
- Established eLearning program design standards for self-service internal and client facing training.
- Directed and implemented organization-wide video production best practices and standards and managed video production team which produced over 50 customer facing eLearning tutorials.
- Designed, built, and managed customer training and certification programs including instructor-led workshops, video presentations, and active eLearning programs.
- Built and executed effective pre & post assessment methodologies for varied knowledge transfer methods and program effectiveness analysis.
- Created marketing materials; magazine advertisements, website product pages, product brochures, product announcements, FAQ documents, product positioning guides, and product information sheets.
- 2015 APQC Process Conference Speaker: Capture and Transfer Knowledge Process