

# JAMES HEAD

Product Owner, Agile Management, UX Design

## SUMMARY

My name is James Head. I'm skilled in: UX Design, Agile Management, Product Ownership, and Documentation. I believe that **Empathy** is the key to project success. Maintaining a “people-centered” mindset is how I ensure effective change; whether I am tasked with planning a product’s future, designing UX solutions, or guiding a team toward improvement.

## SKILLS

**Software:** Atlassian Software Suite, Adobe Creative Suite, Azure DevOps, Figma, Sketch, MS Office.

**Techniques:** Agile Project Methodology, User Experience Methodology, Waterfall Methodology, Information Architecture, Design Systems, Single Source of Truth (SSOT) Documentation, Education and Teaching.

**Specialized Experience:** Medical Services, Health Insurance, Education, TESOL, Enterprise Level Industries.

I’ve accumulated more than a decade’s worth of experience serving established Enterprise clients like Insulet, MediSked, Kodak Alaris, Xerox, Bose, and UPMC. Throughout the course of my career, I've found myself frequently serving in three specialized categories: **Medical Services, Health Insurance, and Education.**

## SELECTED WORK HISTORY

**UPMC Health PlaNET** (Enterprise Medical Insurance) • June 2022 - February 2023

UX Designer (University of Pittsburgh Medical College)

- Produced Hi-Level Administrator Solutions
- Worked in an established enterprise design system called CORAL

Leveraging UPMC's **Design System** was a powerful way to ensure that all team members had access to the same vision, goals, and answers during our project

**DigiFox** (cryptocurrency banking startup) • March 2021 - March 2022

Product Owner | Agile Project Manager | Lead Designer

- Project Manager of remote teams in different time zones
- Established Agile Methodology for all departments
- Documentation / Copy Writing / User Testing

DigiFox was going through a staffing upheaval when I joined in March 2021. I wore many hats; Product Owner, Project Manager, Lead Designer. I established a company-wide **Agile Management System**. This included teams that had no previous Agile experience: Client Success, Marketing, Testing, etc... I trained the Leads of each department, who then confidently used the system with their teams.

**Omnipod** (automated insulin delivery system) • October 2020 - March 2021

SSOT Specialist | Agile Project Stakeholder

- Organized and Documented Agile Project Planning
- Initiated Standards and Documentation Project
- Consultant for Single Source of Truth (SSOT)

As a design contractor, I championed a **Single Source of Truth** that would make it easier for future contractors to join their respective projects with little wasted time. By referencing the SSOT, contractors could onboard themselves and make confident choices. The resulting system that I built and delivered for Omnipod is still used today.

**MediSked** (Solutions for Medicaid and Service Providers) • January 2019 - March 2020

UX Designer | Documentation

- Stakeholder Liason: Product, Design, Development, QA
- Served multiple projects simultaneously
- Managed comprehensive *global* knowledge system

In 2019, MediSked's Product department was midway through establishing a global knowledge system that would connect all internal teams and serve as the "final word" on product identity. Our UX Department was the driving force behind the company-wide effort. This is where I learned the majority of my documentation methodology. My primary focus was establishing relationships with team leaders, understanding their needs, and creating "win-win" solutions.

## **RELEVANT EXPERIENCE**

### **Rochester City School District** • Sept 2018 - Jan 2020

Long-Term ESOL Substitute

- Teaching English to Speakers of Other Languages / English Language Learners
- Self-Directed to become resident Subject Matter Expert on State Mandated Services

ESOL is a NY State mandated service for any child designated as an English Language Learner. Having previously taught **English in Haiti** and possessing a **Bachelor's Degree in English Analysis**, I was immediately approved by RCSD to serve as a long-term substitute in this speciality service role. Outside of the classroom, I networked with local ESOL teachers and studied their methodology. Soon I was considered a **Subject Matter Expert** by building Administration. I was included in essential meetings and decisions related to all ELL students in my school.

### **Paychex Insurance Department** • 2015 - 2016

NY State Licensed P&C Insurance Agent

- Obtained my NY State Property and Casualty Insurance License
- Policy Focus: Worker's Compensation, Disability, COI Coverage and Endorsements

### **Strong Hospital Pediatric Clinic** • 2013 - 2014

Pediatric Technician

- Trained in HIPAA security
- Extensive experience with EMR / EHR software interfaces