BRIAN DOLAN

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DATA-DRIVEN, TECH-SAVVY STORYTELLER | PRODUCT MANAGER | HEALTHCARE PRODUCT STRATEGIST

[MISSION STATEMENT]

I've spent my career building products inside complex, high-stakes healthcare systems, working across clinicians, engineers, and operations leaders. As product lead for an enterprise Epic Genomics implementation, I took the module from requirements through go-live and calibrated clinical decision support alerts with the clinicians who use them. In my own time, I build AI tools and share them with friends and family who I think will get something out of them, most recently an agent that tells New Yorkers what's going on in their neighborhood. I test them with evals, the way I'd test anything going in front of a clinician, and seeing where they break is the part I enjoy most.

[BUSINESS & TECHNICAL SKILLS]

Product & Platform Delivery

Agile Methodologies ▪ Certified SAFe ▪ Jira ▪ Confluence ▪ Bitbucket

AI & Development Tools

Anthropic API ▪ Netlify ▪ Python ▪ GitHub ▪ Supabase

Data, Analytics & Interoperability

SQL ▪ R ▪ Tableau ▪ FHIR ▪ HL7 ▪ Epic EHR

[EXPERIENCE & HIGHLIGHTS]

Memorial Sloan Kettering Cancer Center | New York, NY — April 2020 - Present

Product Manager II – Epic Implementation: Genomics (April 2023 - Current)

Product lead for the enterprise implementation of Epic's Genomics module, overseeing the transition from legacy systems to a modern integrated platform. Managed cross-functional planning, testing, training, and go-live across clinical, technical, and operational teams.

- **Clinical & Technical Alignment:** Partnered with geneticists, other clinicians, IT staff, and vendor consultants to design and customize workflows that aligned platform capabilities with complex institutional requirements. Delivered regular stakeholder updates and drove decisions across competing priorities.
- **Clinical Decision Support:** Calibrated medication and pharmacogenomic CDS alerts to avoid contributing to alert fatigue, including designing mockups and developing metrics to track their real-world use and efficacy.
- **User-Centered Product Iteration:** Built a continuous feedback loop with end users to identify post-launch pain points and adoption barriers. Prioritized and delivered enhancements with vendor and internal developers, tracking utilization metrics to ensure the platform evolved to meet emerging clinical needs.
- **Training & Enablement:** Led adoption efforts for an enterprise platform rollout across multiple departments - developing customized training content, providing in-person at-the-elbow support at go-live, triaging user-reported issues, and continuing to monitor platform health through ongoing ticket resolution.

Product Manager I – Research (April 2022 – April 2023)

Directed product strategy and roadmap for a new digital data platform, leading cross-functional delivery across engineering, UX, and data architecture teams using Agile frameworks.

- **Team & Stakeholder Leadership:** Managed two junior PMs and collaborated with domestic and offshore teams to execute roadmap priorities. Launched a weekly PM newsletter that grew into a department-wide resource - standardizing how product managers and owners communicated priorities and decisions across the organization.
- **Product Discovery & Market Research:** Evaluated digital patient engagement solutions to improve care compliance and access. Created RFPs and assessed in-house vs. external SaaS tools to inform short- and long-term platform strategy.
- **Product Sense:** Conducted competitive analyses and partnered with UX designers to develop wireframes and prototypes. Defined and monitored success metrics across three digital solutions spanning clinical, consumer, and engineering stakeholders.

Business Intelligence Analyst II/I (April 2020 – April 2022)
Owned and maintained consumer-facing data tools, partnering with cross-functional teams from initial requirements through go-live.

- **Product Innovation:** Built and deployed a public-facing hereditary cancer risk algorithm, writing the decision-engine code, coordinating across Genetics, Engineering, Legal, and Design, and shipping under aggressive time and budget constraints.
- **Data-Driven Care Support:** Developed automated SQL-based workflows to monitor COVID-19 vaccination status and side effects across departments, enabling safer staffing decisions and replacing manual tracking processes.

Mount Sinai Health System | New York, NY — June 2018 – April 2020

Senior Data Analyst – Quality Operations
Managed analytics infrastructure and led key initiatives in visualization, platform administration, and team enablement across a growing analytics organization.

- **Mentorship & Enablement:** Onboarded and mentored new analysts, trained staff and leadership on best practices for version control, task tracking, and project documentation.
- **Platform & Tool Administration:** Administered RStudio Server Pro, Jira, Bitbucket, and internal R packages for a growing analytics team, keeping tools current, documented, and consistently available across projects.

NYU Langone Medical Center | New York, NY — Dec 2014 - June 2018

Data Analyst – Care Management | Feb 2017 - Mar 2018
Improvement Analyst – Patient Experience | Dec 2014 - Feb 2017
Built and delivered operational tools and data products for a large health system, working across technical, business, and leadership stakeholders to identify problems and ship solutions.

- **Operational Dashboard:** Designed and launched the organization's first insurance denial dashboard, automating a previously manual process to help the care management team identify and resolve access barriers for patients faster.
- **Executive Communication**: Presented client experience findings to senior leadership, translating complex data into clear recommendations that informed strategic decisions.

Catholic Health | Melville, NY — Oct 2011 - Dec 2014

Performance Improvement Analyst
Led data analysis for the Family Evaluation of Hospice Care program, using survey data to provide insights into family satisfaction. Built strong relationships with healthcare professionals to ensure timely completion of documentation, ranking #1 in team output.

Gyeongbuk Provincial Office of Education / EPIK | Gyeongju, South Korea — Aug 2010 - Aug 2011
EPIK (English Program in Korea) encourages the development of English language skills in students in South Korea

Native English Teacher
Taught English to students and served as the faculty liaison for all English-related communication, developing a new grading system and curriculum as the first native English-speaking teacher at the school.

[EDUCATION & PROFESSIONAL DEVELOPMENT]

Certified SAFe – Product Owner/Product Manager (POPM) | **Scaled Agile, Inc.** | 2022
Data Science Certificate Program – Data Science with R: Machine Learning | **NYC Data Science Academy** | 2019
Master of Arts (M.A.) - Economics | **The New School University** | May 2014
Bachelor of Arts (B.A.) – Applied Mathematics | **Queens College, The City University of New York** | May 2010