D. Paul Harrison

PRODUCT MANAGER

Profile

I possess a strong technical background and excel at simplifying complex concepts into streamlined solutions. My expertise and passion are centered on bridging the gap between technical teams and non-technical stakeholders, ensuring that our products align with market demands. I am committed to fostering a collaborative environment that nurtures innovation and ideation. By focusing on strategic vision and collaborative problem-solving, I consistently deliver high-quality results.

Employment History

Product Manager, Dosespot / pVerify Inc.

MARCH 2023 — OCTOBER 2024

- Directed quality assurance and product management for secondary products and provided strategic support across departments.
- Established new project management and documentation standards within Jira and Confluence.
- Led development teams in refining testing, environment setups, sprint planning, and backlog management.
- Streamlined issue reporting and resolution processes in collaboration with multiple teams.
- Developed a comprehensive idea-to-delivery pipeline that fostered organizational engagement and inclusivity.

Product Owner/Development Manager, Chiron Health, Austin, TX

APRIL 2021 — NOVEMBER 2022

- Managed the entire product lifecycle as the sole product owner of Chiron Health.
- Coordinated with client success teams to improve communication of new features and maintained CRM systems like Wordpress, Zendesk, and HubSpot.
- Oversaw vendor relations and API updates to ensure platform integrity and functionality.

Product Manager/Chiron Team Lead, Medici Technologies, LLC, Austin, TX

JANUARY 2019 — APRIL 2021

- Led product management for Medici Telehealth and Chiron Telehealth, managing cross-functional teams to define and prioritize projects for both products. Took on full responsibility for the Chiron roadmap and technical resource management.
- Implemented Agile methodologies across four engineering teams, achieving an 85+% predictability rate in project delivery, marking the first adoption of Agile within the company.
- Directed a technical team in developing and deploying a new Kubernetes-based infrastructure, enabling the transition from bi-weekly to multiple daily releases, while staying within budget constraints.
- Managed Chiron Health as the sole product owner during a significant growth phase, achieving a 1000% increase in scale with minimal downtime.
- Addressed technical escalations and provided expert support within customer service functions, ensuring high levels of product reliability and user satisfaction.

Details

512-850-4389

paul@dpaulharrison.com

Links

LinkedIn Profile

Skills

Adaptability

Communication

Product Management

Project Management

Creative Problem Solving

Hobbies

Collecting and repairing old electronics, science fiction, video games (playing and developing).

- Contributed to software development in Ruby and Elixir, overseeing all phases of testing and release management.
- Spearheaded DevOps and infrastructure initiatives, enhancing system architecture and operational efficiencies as both an engineer and product manager.

Technical Analyst, Chiron Health, Austin, TX

MARCH 2015 — JANUARY 2019

- Oversaw operations for a small support department, directing both personnel and tool management to optimize departmental efficiency.
- Served as the primary quality assurance lead for Chiron Health's telemedicine products across iOS, Android, and web platforms.
- Delivered advanced Tier 2 and Tier 3 technical support, resolving complex issues for a diverse customer base.
- Developed comprehensive project plans and specifications to guide development teams, enhancing project clarity and execution.
- Managed internal project tracking and documentation workflows using Trello, ensuring project alignment and documentation accuracy.
- Acted as the key liaison between the development and operations teams, coordinating expectations and project timelines to maintain stakeholder satisfaction.

DevOps Engineer, Front Gate Tickets, Austin, TX

SEPTEMBER 2011 — MAY 2014

- Collaborated with development teams to refine and establish processes, tools, and documentation that enhanced productivity and operational efficiency.
- Proactively secured, planned, and updated systems and tools to adapt to evolving business needs and technological advancements.
- Provided on-site support at national music festivals, managing basic networking and RFID technologies to ensure seamless event operations.

Systems Administrator/IT Manager, Mutual Mobile, Austin, TX

NOVEMBER 2009 — NOVEMBER 2010

- Led IT support and infrastructure planning for a rapidly expanding startup, coordinating support for teams across multiple locations in the US and India.
- Developed and maintained comprehensive documentation for internal processes, proprietary software, and third-party tools, enhancing operational efficiency and consistency.

Jr. Systems Administrator, Aspyr Media, Austin, TX

JUNE 2007 — JULY 2009

- Oversaw enterprise-level helpdesk operations, physical security, and daily management of key IT infrastructure including MS Exchange, Active Directory, backup servers, and tape libraries.
- Directed IT procurement, provided Tier 1 and 2 helpdesk support, and served as the primary contact for Tier 3 escalations, ensuring efficient resolution of complex issues.

QA/Compatibility Lab Tester, Aspyr Media, Austin, TX

JULY 2006 — JUNE 2007

- Contributed to the release of multiple titles for Mac and PC, managing issue reproduction and documentation in Jira.
- Conducted hardware compatibility assessments to establish minimum system requirements for 18 shipped games.
- Performed quality assurance testing on patches for 14 titles, ensuring optimal game performance on both Mac and PC platforms.