

LAURA MONTINI

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SUMMARY

Customer success-focused product professional. Adept at translating user needs into feature requirements. Excellent stakeholder communication skills.

EXPERIENCE

ATHENAHEALTH — Watertown, MA June 2017 – Present

Provider of cloud-based electronic health record, billing and care coordination software for healthcare providers.

Product Operations Associate

- Implemented a single source of truth inventory, which captured in-progress R&D work across athenahealth.
- Conducted stakeholder interviews and translated findings into user stories in order to define the R&D inventory's design.
- Managed 6 agile scrum teams' alphas and betas simultaneously, with a primary focus on gathering customer feedback.
- Evaluated alpha and beta success metrics at key milestones in order to inform product decisions.
- Coordinated communication cross-functionally between product management, marketing and customer success teams.

BECTON, DICKINSON AND COMPANY — Franklin Lakes, NJ June 2016 – December 2016

Leading global medical technology company focused on healthcare institutions, life sciences and clinical labs.

Systems Analyst Intern

- Advised 2 dozen stakeholders on their strategies for migrating to BD's new intranet, which served 45,000 employees.
- Conducted user needs analysis, which informed the definition of the new system's requirements.
- Documented migration steps and best practices in a guide distributed to hundreds internally.

INC. MAGAZINE — San Francisco, CA September 2013 – June 2015

More than 35-year-old publication, widely considered the handbook of the entrepreneur.

Reporter

- Interviewed subject matter experts on complex topics and relayed to readers the facts they needed to know.
- Wrote market trend and industry analysis pieces on topics such as AI, health tech and diversity in technology.
- Consistently ranked as a top 10 author in terms of traffic driven to Inc.com.

ACADEMIC WORK

Medication Adherence Application | Complete Mobile App Development Cycle

Devised and implemented a new way to deliver medication reminders by applying behavioral economics concepts.

Bay Area Food Access Database | SQL

Designed a relational database, which linked different sources of data to depict access to healthy food by region.

Explorer Travel Planning App | Web Application Development

Employed APIs and the Flask web framework to build an app that recommended trips based on users' budgets.

EDUCATION

University of California, Berkeley
Master of Information
Management and Systems
2015—2017
GPA 3.9

University of North Carolina at
Chapel Hill
B.A., Journalism and Mass
Communication
Minor in Information Systems
2008—2011

RELEVANT COURSEWORK

Database Management
Data Mining and Analytics
Managing in Information-Intensive Companies
Needs and Usability Assessment
Privacy Law for Technologists
Quantitative Research Methods

SKILLS

Programming Languages: Python, R, SAS, SQL

Analytical: Database Management Systems, Excel, Qualitative Information Gathering, Reporting, Researching

User Experience: Interviewing, Survey Creation and Analysis, Usability Testing