

OLIVIA SANCHEZ

Senior Product Manager | Healthcare Strategy, Digital Transformation & Product Innovation

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Product Manager with 5+ years of experience leading healthcare technology, enterprise modernization, and customer experience initiatives across payer, digital health, and SaaS environments. Proven success translating complex regulatory, operational, and customer needs into scalable product solutions that improve efficiency, reduce costs, and enhance healthcare experiences. Experienced driving product strategy, roadmap development, stakeholder alignment, and cross-functional execution in highly regulated environments.

SELECTED ACHIEVEMENTS

- Reduced regulatory communication volume by 50% (3M → 1.5M annually)
- Reduced communication production costs by 50%
- Improved EOB operational efficiency by 29%
- Increased healthcare program utilization by 8%
- Supported initiatives impacting 22M+ healthcare members annually
- Delivered product enhancements contributing to approximately 15% platform growth

SKILLS

Product Leadership

Product Strategy • Roadmap Development • Product Discovery • Prioritization • Stakeholder Alignment • Cross-Functional Leadership • Change Management • Strategic Planning

Healthcare Strategy

Healthcare Technology • Digital Transformation • Healthcare Operations • Regulatory Compliance • Member Experience • Care Coordination • Enterprise Modernization

Product Execution

User Research • KPI Development • Data-Driven Decision Making • Workflow Optimization • Agile Delivery • Product Lifecycle Management

PROFESSIONAL EXPERIENCE

EVERNORTH, A DIVISION OF CIGNA HEALTHCARE | REMOTE | 2024-PRESENT

Customer Experience Product Manager, Outbound Communications

- Drive product strategy and prioritization for healthcare communication initiatives supporting member experience, regulatory compliance, and operational efficiency objectives
- Evaluate enterprise communication workflows and identify opportunities for modernization, automation, and process improvement
- Translate complex healthcare regulatory requirements into scalable product capabilities and operational solutions
- Partner with business, technology, compliance, operations, and vendor stakeholders to align priorities and deliver strategic initiatives
- Serve as subject matter expert for regulated communication platforms and enterprise healthcare workflows
- Reduced regulatory communication volume by 50% (3M → 1.5M pieces annually) through targeting optimization and process improvements
- Reduced communication production costs by 50% through communication redesign while maintaining compliance requirements
- Improved EOB operational efficiency by 29% through workflow redesign and vendor consolidation

KINKEEPER (HEALTH TECH STARTUP) | REMOTE | 2025

Product Manager

- Drove product vision and roadmap development for a digital health platform supporting medical history management, appointment preparation, and family care coordination
- Conducted patient and caregiver discovery interviews to identify unmet healthcare management needs
- Prioritized product investments using user research, customer feedback, and healthcare workflow analysis
- Partnered with engineering and UX teams to deliver patient-centered healthcare experiences
- Led end-to-end product delivery from concept through launch
- Designed and launched two patient-facing features that improved healthcare accessibility, self-advocacy, and care coordination

SEPIRE | REMOTE | 2022-2024

Product Manager

- Owned roadmap strategy and prioritization for CompliChain, a SaaS platform supporting enterprise workflow management
- Aligned customer needs, business objectives, and technical feasibility to guide product investment decisions
- Defined scalable product requirements supporting multi-client platform growth
- Identified and delivered enhancements contributing to approximately 15% platform growth
- Led agile delivery cycles and coordinated cross-functional release execution
- Improved workflow efficiency and platform usability through customer-driven enhancements

PATHIFY EDUCATION | REMOTE | 2021-2022

Implementations Manager / Operations Project Manager

- Reduced implementation timelines from 90 to 80 days through process optimization initiatives
- Developed KPI frameworks and operational improvements contributing to a 5% QoQ increase in customer satisfaction

TELADOC HEALTH | DALLAS, TX | 2019-2021

Operations Project Manager

- Supported healthcare engagement initiatives reaching more than 22M members annually
- Led communication and workflow improvements designed to increase member engagement and healthcare utilization
- Delivered process improvements resulting in an 8% increase in utilization
- Managed highly regulated healthcare communication programs reaching 1.75M–2M members per deployment
- Maintained less than 1% error rates while supporting critical member-facing communications

EDUCATION

MBA - Louisiana State University Shreveport
BA, Psychology - University of North Texas