

SUMMARY

Enterprise platform strategist who identified the post-acute clinical documentation gap, brought the first purpose-built speech models into that market, and now leads the platform's transition into an AI-native clinical documentation strategy. Sets the vision, then builds the teams and partnerships required to deliver it — with the technical fluency to direct the work without displacing the subject matter experts who execute it. Converts frontline clinician insight into product direction that holds up against CMS and payor compliance scrutiny.

EXPERIENCE

Principal Enterprise Platform Strategist

Apr 2024 - Present

NVOQ • REMOTE

Recruited into a role created specifically for me. I identified the gap in post-acute clinical documentation and convinced nVoq to build the first speech language models purpose-built for the market — a bet that became a business now representing **\$6M+ in ARR** and the foundation its AI strategy is built on.

Vision & Product Strategy

- Established the Capture, Compose, Check, Complete framework as nVoq's blueprint for next-generation post-acute AI — the shared language across product, engineering, clinical, and go-to-market.
- Anchored the strategy in a clinician-in-the-lead model: AI reduces clinician burden without removing the clinician from authorship, keeping output defensible rather than relocating work to the back office. Drove expansion of core speech recognition to iOS, opening the previously unaddressable non-Android EHR segment.

Healthcare Data Strategy & Architecture

- Set the vision for a FHIR-first PHI architecture, shifting the platform from capturing dictation alone to storing patient context and increasing the value of nVoq data to its customers.
- Sourced Medplum as the headless EHR foundation, implemented Corepoint as the integration engine, and hired the first healthcare data integration engineer to operationalize it.

Talent & Organizational Strategy

- Made the case for a formal product organization and set the direction that filled the first Director of Product role, the first UI/UX hire, and product ownership across mobile, web, and data science.
- Prioritized the first data science hire (PhD, Applied Statistics) and defined the Clinical Documentation Specialist role — OASIS and coding certified — for the first clinical team.

Customer & Partner Engagement

- Led enterprise partnership work with MatrixCare on embedded clinical workflow integration and MedStar on production pilots for conversation capture and note composition.
- Built commercial relationships across HCHB, MatrixCare, Axxess, KanTime, and Curantis; presented and demoed to Amedisys, LHC, CenterWell, Gentiva, and Elara Caring.

AI Adoption & Engineering Enablement

- Built the first end-to-end prototypes of nVoq's next-generation product before AI coding assistants were mainstream, self-funding the tooling to prove the concept.
- Implemented Figma to enable effective cross-team collaboration and hand-off, and integrated it with Claude coding assistants via MCP.

Manager of Technology Strategy

Oct 2016 - Apr 2024

AMEDISYS · BATON ROUGE, LA

National home health, hospice, and private care — previously Operations Systems Specialist

- Developed and executed technology strategy and vendor partnerships for the enterprise; the strategic relationship built here established nVoq as a notable entrant into the post-acute space.
- Built the intake system for the Transformation Office and ran RFP and vendor vetting for strategic alignment, reducing technical debt and overlap.

Enterprise Business Systems Analyst

May 2013 - Sep 2016

INFINITY HOMECARE · SARASOTA, FL

Medicare and ACHC certified home health agency — acquired by Amedisys, 12/15

- Project managed and implemented the enterprise EMR point-of-care platform (Homecare Homebase) on time and on budget — a technology transformation that contributed to the agency's \$50M sale to Amedisys.
- Built advanced clinical outcomes reporting and served as SME oversight for the regional HCHB support team.

Director of Information Technology

Feb 2012 - May 2013

VITALCARE HOME HEALTH · TAMPA, FL

Medicare and Joint Commission certified — acquired by Infinity Homecare, 05/13

- Ran infrastructure, contracts, and purchasing for three Medicare-certified agencies and four drop sites; designed and implemented the EHR into HomeSolutions.NET — technology work that positioned the agency for its sale to Infinity Homecare.

Director of IT / Medicare Billing Specialist

Mar 2011 - Feb 2012

AUTUMN HOME CARE · SEMINOLE, FL

Medicare and CHAP certified home health agency

- Directed technology for five Medicare-certified agencies across multiple states, led point-of-care software selection and rollout, and oversaw Medicare billing compliance.

Accounting Assistant

Jun 2010 - Mar 2011

PATRICK K. AMBROSE, CPA PA · SEMINOLE, FL

Privately owned accounting firm — technology infrastructure and accounting operations

SKILLS

Domain	Post-acute care (home health, hospice, behavioral health) · OASIS · clinical documentation and compliance · CMS and payor requirements · HIPAA and PHI
Technology	AI and LLM product strategy · speech recognition and ambient capture · FHIR and HL7 interoperability · Medplum · Corepoint · EHR integration (HCHB, MatrixCare, Axxess) · Figma · MCP
Leadership	Vision setting · org design and hiring · partnership development · executive and customer-facing communication · competitive analysis · AI governance
Technical	Python · JavaScript · HTML/CSS · SQL · Snowflake · Streamlit · data warehouse and ETL · Tableau · Firebase · TestFlight
AI Tooling	Claude (Desktop, Code, Design) · OpenAI Codex · Snowflake Cortex CoCo · VS Code and GitHub Copilot · MCP
Delivery	Agility · JIRA · Confluence · GitHub and GitLab · Figma · Microsoft Cloud · Adobe Creative Suite

EDUCATION

B.S. Information Technology

University of South Florida Polytechnic, Lakeland School of Computer Science and Engineering · 2010–2013