Daxton Saunders 📞 (754) 214-7370 | ✉️ dsaunderstci@gmail.com | 📍 6704 NW 70th Ave, Tamarac, FL 33321 LinkedIn Profile

PRODUCT MANAGER | DATA-DRIVEN STRATEGIST Innovative Product Manager with a strong background in data analysis, process optimization, and product development within healthcare and tech environments. Adept at leading cross-functional teams, defining product roadmaps, and delivering impactful solutions that drive business growth. Passionate about leveraging market insights and emerging technologies, including Artificial Intelligence (AI), to create user-centric products.

CORPORATE EXPERIENCE

TEAM HEALTH
Sunrise, FL | November 2018 – January 2025
Associate Data Analyst / Product Manager

- Spearheaded strategic product enhancements for automation workflows, achieving a 90%+ reduction in manual processing times by analyzing user needs and designing optimized processes.
- Developed and implemented a strategic product roadmap for the NORDIS daily Letter Automation Project, cutting manual processing by 90% and increasing operational efficiency.
- Introduced Letter (101) into production, driving a 25% boost in customer satisfaction and an additional $100K in collection rates in the first quarter.
- Key contributor to the Guaranteed Contacts platform, enhancing multichannel customer communication and increasing collection rates by 27% through AI-driven analytics.
- Played a pivotal role in developing the Promise to Pay feature for the FACS Workstation, generating $1M+ in the first year with features like commitment tracking and automated communication.
- Defined and managed product roadmaps for automation tools, aligning features with business goals and delivering 10+ high-impact updates annually.
- Collaborated with cross-functional teams to translate product requirements into functional designs, ensuring seamless user adoption.
- Led the payment from IDX automation processes, reducing manual processing times by 65%.
- Facilitated Agile (Scrum) stand-ups and sprint reviews, driving alignment on product milestones and backlog prioritization.

- Monitored KPIs for 20+ automation workflows, developing dashboards that enabled proactive product adjustments and improved efficiency.

Key Achievements:

- Launched process enhancements that saved 25+ hours monthly by optimizing user workflows.
- Delivered data-driven product improvements that significantly reduced manual errors and inefficiencies.

TEAM HEALTH
Sunrise, FL | June 2012 – November 2018
Computer Operator II

- Redesigned batch processing workflows, enabling the timely processing of 30,000+ claims daily with zero errors.
- Collaborated with stakeholders and engineering teams to identify workflow pain points, reducing manual interventions by 40+ hours monthly.
- Introduced quality control measures that reduced claim processing errors by 25% annually.
- Analyzed system performance and user feedback to drive operational improvements, achieving 99.9% system uptime.
- Mentored team members, enhancing knowledge gaps and supporting cross-collaboration.

EDUCATION

- **Bachelor of Science in Networking & Communications Management** | DeVry University, Miramar, FL (2008)
  - 1st place Senior project: Designed and implemented a VOIP PBX system using Cisco routers, switches, and IP phones, showcasing advanced networking and communication skills.
- **Associate of Science in Network Engineering** | Florida Career College, Pembroke Pines, FL (2006)
  - Final project: Configured PCs with Cisco routers and switches using ACLs (Access Control Lists) to enhance network security and traffic management.

CERTIFICATIONS

- **Product Management Certification Training** (Ongoing) | Udemy
- **Certificate in Computer Business Applications** | Florida Institutes of Careers, Miami, FL (2002)

TECHNICAL SKILLS

- **Tools & Platforms:** Jira, Azure DevOps, FACS WorkStation, SQL, Excel, Ontario Reports, WordPress, Artiva Manager, various CRMs
- **Product Management:** Roadmap Planning, Feature Prioritization, User Research, Backlog Grooming
- **Methodologies:** Agile (Scrum, Kanban), Lean, Waterfall, SAFe Practices
- **Soft Skills:** Leadership, Communication, Problem-Solving, Strategic Thinking, Stakeholder Engagement

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INDEPENDENT PROJECTS

- **Online Directory App:** Built a niche directory for locating used auto parts, attracting 500+ unique visitors monthly. | Miami, FL (2015)
- **Music Leasing App:** Developed an app for music leasing, enabling customers to access instrumentals. Accomplishing 10+ downloads monthly | FT Lauderdale, FL (2018 - Present)
- **CRM Build-out:** Building a CRM (customer relationship management) with System.io to manage digital products, email campaigns, Workflows, A/B testing, and sales funnels. | Tamarac, FL (2024 - Present)

ADDITIONAL INFORMATION

- Local to South Florida and open to relocation.
- Passionate about leveraging emerging technologies, including AI, to drive product innovation.
- [LinkedIn Profile](#)