

# Courtney Wiggs

Charlotte, NC | (917) 208-9161 | [cwiggs1@charlotte.edu](mailto:cwiggs1@charlotte.edu) | [www.linkedin.com/in/courtnywiggs](https://www.linkedin.com/in/courtnywiggs)

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## EDUCATION

Doctor of Philosophy in Data Science – Expected 2029, The University of North Carolina at Charlotte, Charlotte, NC

Master of Science in Health Informatics, The University of North Carolina at Charlotte, Charlotte, NC

Bachelor of Science in Nursing, Columbia University, New York, NY

Bachelor of Business Administration in Finance, Howard University, Washington, DC

## WORK EXPERIENCE

Sr Analytics Business Partner

Nordic Global Consulting, Madison, WI

- Consumer Health Focus: Lead population health improvement initiatives targeting cardiovascular health and chronic disease prevention, directly impacting health behaviors of 500K+ health plan members
- Cross-Functional Leadership: Direct 18-member team of data scientists, analysts, and developers delivering data-driven health interventions using behavioral science and predictive analytics
- Measurable Health Outcomes: Achieved \$66.3M in shared savings (2022) and 80%+ quality scores through strategic digital health interventions focused on preventive care
- Digital Innovation: Pioneered integration of connected health devices and mobile engagement tools, reducing avoidable cardiovascular-related hospitalizations by 15%
- Data-Driven Strategy: Orchestrate complex data analytics supporting social determinants of health initiatives, utilizing machine learning to identify at-risk populations
- Product Development: Established vision and roadmap for consumer-facing health dashboard suite (Tableau, Power BI), managing product backlog with focus on user engagement and clinical outcomes
- Vendor Partnership Management: Led partnerships with health tech vendors (\$150K-\$800K investments) including remote patient monitoring and chronic disease management platforms

Sr Product Manager

Vesta Healthcare, New York, NY

- Mobile Product Leadership: Successfully launched mobile app with integrated DocuSign functionality, enhancing patient-provider-caregiver digital engagement and improving user retention
- Consumer-Focused Strategy: Executed product vision for virtual home-based healthcare platform serving chronic disease patients, emphasizing user experience and behavioral adherence
- Cross-Functional Execution: Directed 8-member engineering and QA team delivering remote patient monitoring solutions with focus on user lifecycle optimization
- Product Management Excellence: Maintained robust product backlog with user stories prioritized around clinical productivity and patient satisfaction metrics
- Market Intelligence: Conducted competitive analysis in digital health market, identifying growth opportunities in chronic care management and remote monitoring
- Stakeholder Communication: Created executive presentations and client-facing marketing materials highlighting product value propositions and clinical outcomes

Sr Business Systems Analyst

Premier Inc., Charlotte, NC

- Healthcare Supply Chain Innovation: Led eight-member scrum team developing contract management system serving healthcare providers, driving cost optimization and operational efficient

- Team Development: Mentored four business analysts using structured development program, achieving 40% productivity increase and five-day reduction in onboarding time
- Agile Transformation: Spearheaded program increment planning sessions as part of enterprise, Agile transformation, establishing best practices for product development
- Digital Transformation: Successfully migrated legacy on premise system to cloud-based platform, improving system reliability and user experience

#### Sr Data Integrity Analyst

American Red Cross, Charlotte, NC

- User Experience Optimization: Lead “click campaign” reducing clinical workflow steps by 3+ clicks per task, saving healthcare providers four minutes on average per interaction
- Customer Engagement: Hosted live product demonstrations for physicians and nurses, gathering user feedback for continuous product improvement
- Quality Assurance: Developed comprehensive testing frameworks, ensuring product reliability, and clinical workflow integration
- Clinical Workflow Expertise: Applied deep healthcare knowledge how to identify and resolve software issues impacting patient care delivery

### TECHNICAL PROFICIENCIES

Product Management Platforms: Jira | Rally | ADO | Trello

Healthcare Technology: EHR Integration | Clinical Decision Support | Remote Patient Monitoring

Data Analytics: SQL | Python | Tableau | Power BI | A/B Testing | Predictive Analytics | R

Cloud & Development: AWS | System Integration | Digital Health Platforms | HIPAA- Compliant Solutions

Mobile & Consumer Platforms: API Integration | User Experience Design

### CERTIFICATIONS & CREDENTIALS

AWV Certified AI Practitioner – Cloud-based AI/ML knowledge

Registered Nurse, North Carolina – Clinical Healthcare Expertise

### VOLUNTEERING & COMMUNITY INVOLVEMENT

Strategic Planning Committee Member, Thornhill Rites of Passage Foundation

Requirements Chair, Young Men’s Service League