

# Andrew P. Bourret

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## PROFESSIONAL SUMMARY

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Hands-on product leader with 15+ years of experience driving delivery and strategy across regulated healthcare technology environments. Proven track record managing \$17M+ product portfolios, leading cross-functional agile teams, and building scalable enterprise solutions that enable cross functional business success. Deep expertise in HIPAA compliance, user security, clinical data domains, and enterprise-grade data architecture. Known for bridging strategic direction with execution rigor — collaborating closely with engineering, business stakeholders, compliance, and sales to deliver measurable improvements in patient care and operational efficiency. An experienced people leader who coaches and develops high-performing product management teams through structured agile ceremonies, accountability culture, and continuous improvement.

## CORE COMPETENCIES

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Product Vision and Strategy • \$17M+ Portfolio Management • Product Area Road Mapping • Agile / Scrum Leadership & Coaching • Cross-Functional Delivery • HIPAA Compliance • User Security & Audit Logging • Clinical & Enterprise Data Foundations • Regulatory Framework Navigation • Engineering Collaboration • Stakeholder Engagement • Team Leadership & Mentorship • AI Integration & Automation • PMI Framework • Product Lifecycle Management • Go-to-Market Strategy • SQL / Teradata

## PROFESSIONAL EXPERIENCE

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**Lead Product Manager — Delivery Operations** | Optum, Inc. (UnitedHealth Group) 03/2022 – Present

### *Product Health and Voice of Customer*

- Managed a \$17M+ product portfolio spanning multiple SaaS products, directing strategy, roadmap prioritization, and end-to-end delivery execution across up to 10 concurrent agile engineering teams in a complex, matrixed healthcare organization.
- Partnered closely with business vertical leaders to understand their strategic roadmaps and ensure shared platform capabilities — including customer data, benefit/plan management, and user management foundations — were aligned to support their goals.
- Owned cross-functional collaboration across engineering, compliance, clinical stakeholders, and executive leadership to align product development with business objectives in analytics and reporting and aligning with regulatory requirements.
- Managed dependencies and trade-offs across diverse product components to ensure cohesive architecture, interoperability, and a unified user experience across multiple care segments.
- Balanced and prioritized competing requests from multiple business verticals to maximize ROI and business impact, maintaining the right balance between speed, quality, and compliance in an agile enterprise environment
- Integrated best practices in change management into the agile environment.

### *Refining Requirements and*

- Maintained and enhanced HIPAA compliant data programs across the portfolio, establishing and enforcing governance processes, data use requirements, and security access rights across Medicaid and commercial healthcare data environments.
- Developed Data Use Requests for Medicaid data and presented information to governance committees, ensuring appropriate security and access controls were applied to sensitive clinical and member data.
- Ensured solutions consistently met healthcare compliance standards, including rigorous audit logging and user security frameworks, across all platform modules in scope.

### *Team Leadership, Coaching & Culture*

- Managed, mentored, and evaluated a team of product managers, project analysts, and engineers — fostering high performance, growth, and accountability through structured feedback and performance evaluations.
- Coached Product Owners and product management peers in agile scrum disciplines — including backlog refinement, sprint planning, Definition of Ready, acceptance criteria quality, and retrospective effectiveness — elevating delivery consistency across the organization.

- Built and sustained a culture of collaboration, transparency, and continuous improvement — reinforcing a winning mindset through structured agile ceremonies, recognition rituals, and shared team momentum.

### **Operational Excellence & Quality**

- Built a consistent delivery operating model from the ground up — establishing delivery standards, lifecycle management discipline, weekly review cadences, escalation mechanisms, and dependency tracking across simultaneous high-value programs.
- Reduced overall data quality issues by 65% through structured requirements synthesis, problem statement validation, and proactive root cause analysis across delivery teams.
- Authored a comprehensive Project Management Guidebook aligned with PMI standards, codifying agile delivery operating norms and enabling scalable, repeatable execution across a growing portfolio.
- Integrated AI agents directly into product and delivery workflows — automating requirements synthesis, backlog support, and status reporting — measurably increasing team throughput and execution consistency.

### **Product Owner** | Optum, Inc. (UnitedHealth Group)

03/2018 – 02/2022

- Developed a vision for a data product encompassing Customer, Benefit, and Plan information (Product Area)— defining target audience, requirements, product benefits, and differentiators with an emphasis on data curation, metadata, and quality.
- Ensured the product vision aligned with overall business strategic goals and end-user needs, collaborating with business owners to define governance processes and align delivery teams to business decision-makers.
- Maintained consistent velocity of data delivery across teams to sustain morale, reduce burnout, and minimize attrition — championing quality of work to internal and external stakeholders.

### **Senior Business Data Analyst** | Optum, Inc. (UnitedHealth Group)

2013 – 2018

- Delivered advanced analytics across enterprise healthcare data environments — including claims, eligibility, and population health datasets — developing deep fluency in the data types, constraints, and quality challenges central to health tech product strategy.
- Collaborated cross-functionally with engineering, product, and business teams to define data requirements, manage delivery timelines, and ensure outputs met regulatory and client-specific standards.
- Built the analytical foundation and stakeholder credibility that enabled a natural transition into product management leadership — demonstrating a consistent pattern of identifying root causes, proposing solutions, and driving measurable improvements.

### **Client Account Manager / Healthcare Data Analyst** | OnPoint Health Data

2010 – 2013

- Managed All-Payer Claims Database (APCD) analytics programs for state government clients across Vermont, New Hampshire, and Connecticut — gaining expertise in multi-payer data structures, population health reporting, and regulatory delivery frameworks.
- Served as the primary client-facing delivery leader, owning stakeholder relationships, managing expectations, and contributing to competitive RFP responses across multiple state markets.

### **Project Analyst & Software Quality Engineer** | Computer Sciences Corporation (CSC) June 2007 – June 2010

- Supported delivery of healthcare IT programs focused on eligibility verification and claims processing, building foundational expertise in regulated healthcare data environments, enterprise product delivery, and software quality engineering.

## **EDUCATION**

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**Master of Public Health (MPH)** | University of New England | May 2014

**Bachelor of Science in Business Administration** | University of Vermont | May 2005