
CHRISTOPHER HAGON

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PROFESSIONAL SUMMARY

Results-driven product professional with extensive experience in management, solution delivery, and customer success across healthcare, technology, security, and telecommunications industries. Proven skills in leading cross-functional teams and implementing scalable SaaS solutions, resulting in successful end-to-end project lifecycles. Demonstrated expertise in product roadmap development, data-driven decision-making, driving scaled agile practices, and customer engagement through market discovery, user-centered design, feedback loops, and continuous improvement initiatives. Skilled in aligning business goals with product strategies, optimizing systems, and streamlining operations to enhance customer experience and drive improved business outcomes through strategic development and delivery practices. Effective communicator and critical thinker with a strong passion for innovation, empowerment of customers and coworkers, fostering team collaboration, and helping create stellar products for a brighter world.

CORE COMPETENCIES

- **Product Management & Solution Delivery:** Skilled in leading end-to-end product lifecycles, from development to deployment, delivering tailored solutions that align with business objectives and customer needs.
- **Strategic Implementation & Customer Success:** Proven success in managing teams ensuring smooth software implementations and post-deployment support, driving client satisfaction and long-term engagement.
- **Process Optimization & Automation:** Adept at identifying opportunities for process improvement and implementing automation workflows to streamline operations and enhance efficiency.
- **Agile Methodologies & Technical Proficiency:** Strong expertise in Agile/Scrum frameworks, with hands-on experience using tools like Jira, Salesforce, Asana, & Atlassian for project management and technical execution.

AREAS OF EXPERTISE

Product Management | Product Ownership | Solution Delivery | Customer Success | SaaS Implementation | Cross-Functional Leadership | Go-to-Market Strategy | Agile Methodologies | Scrum Frameworks | Product Roadmaps | User-Centered Design | Backlog Management | CRM Optimization | Automation & Workflows | SQL Queries | Technical Software Trainings | UI/UX Design | Technical Writing | IVR | Stakeholder Presentations | Process Improvement | Competitive Research | Revenue Cycle Management | Mobile Marketing | Strategic Vision | Data-Driven Decision Making | Monetization Strategies | Partnership Development | Project Management | Scrum Master

WORK HISTORY

Product Director, 06/2024 – Current

Product Manager, 10/2022 – 05/2024

Incident Management Group – Remote

- Spearheaded development and execution of product's roadmap, defining acceptance criteria and overseeing the complete development lifecycle from ideation to deployment.
- Led cross-functional teams in daily scrums, retrospectives, and testing phases, while managing developer hiring and optimizing the agile development process for timely delivery.
- Led product ownership efforts from backlog management, product roadmap, sprints, implementing continuous feedback loops, resulting in iteration efficiency, user satisfaction, and continuous improvement product delivery.
- Drove the go-to-market strategy by implementing tiered pricing, IVR solutions, targeted campaigns, chatbots, ticketing systems, and cross-team collaboration, boosting product engagement and monetization.
- Directed the redesign and relaunch of the company website, improving UI/UX and increasing user engagement through enhanced navigation and content delivery. Collaborated with marketing firm for optimization.
- Delivered product demos and presentations to internal and external C-Suite stakeholders.
- Fostered leads and developed relationships with key decision makers including channel partners, executive clients, adoption champions, account managers, administrators, and end-users.
- Pioneered CRM automation and standardized operating procedures (SOPs), streamlining sales workflows in Zoho and enhancing team output. Prioritized productizing with emphasis on lean key artifact creation.
- Authored and published features, blog content, and video media that showcased the product's value, enhancing brand visibility, storyboarding, and design work with various Adobe products.
- Managed mobile marketing campaigns across third-party ad networks and spearheaded social media initiatives that resulted in user acquisition growth and user feedback channels.
- Led sales discussions, demonstrations, strategy and development meetings, and sales documentation efforts.

Product Owner | Customer Success & Implementation, 03/2020 – 06/2022

Lifepoint Health – Remote

- Led customer-facing projects to implement and support medical billing services and revenue cycle management solutions, ensuring seamless deployment and post-implementation success for healthcare clients.
- Collaborated with clients to gather business requirements and manage the full lifecycle of proprietary software development, from specification and design to implementation and ongoing support across nationwide markets.
- Directed post-implementation testing and customer account management, providing tailored training and support while capturing feedback to inform continuous software enhancements and future product development.
- Created and delivered presentations for internal teams and executive stakeholders, aligning product improvements with corporate strategies and driving key initiatives to enhance software performance and customer satisfaction.
- Streamlined cross-functional collaboration by managing customer interactions and software integrations, ensuring successful project delivery while fostering long-term client relationships and driving retention.

Director of Implementation, 08/2018 - 12/2019

Implementation Manager, 05/2014 – 07/2018

Customer Support Specialist, 09/2013 – 04/2014

Mobile Solutions – Centennial, CO

- Designed and implemented performance monitoring tools and analysis systems, improving the manageability of software projects by integrating SSO, API data feeds, and CRM solutions, while actively contributing to sales and marketing initiatives.
- Developed and optimized the end-to-end client implementation process, delivering SaaS-managed mobility services across North America for diverse industries, ensuring timely and efficient project completion.
- Led a cross-functional implementation team project, ensuring seamless client onboarding and smooth transitions onto new SaaS platforms, prioritizing customer satisfaction and operational efficiency.
- Tailored software configurations to meet unique customer business and technology requirements, ensuring alignment between dynamic software products and evolving client needs.
- Directed comprehensive software training program, equipping customers with the knowledge and best practices to maximize the value and functionality of products and services.

ADDITIONAL EXPERIENCE

- Sales Consultant – First Generation, Denver, CO, 05/2013 – 10/2013
- Content Specialist – GlobalSecur, Inc., Hollywood, FL, 05/2009 – 11/2014
- Education Professional – Sung-Suk Academy, Seoul, South Korea, 11/2011 – 03/2013

EDUCATION

- **Bachelor of Science in International Affairs, Languages**, Florida State University - 2011
- **Certified Scrum Product Owner (CSPO)**
- **Certified Scrum Master (CSM)**
- **IBM Product Management Certificate**
- **Google Project Management Certificate**

ACHIEVEMENTS

- **FoneTrac Development & Deployment:** Led the successful development and deployment of a security tracking and assistance application, seamlessly integrating with client systems to drive operational and risk efficiencies across organizations. Road mapped solution and delivered initial iteration to market.
- **Training Expansion and Deployment:** Standardized and implemented solution delivery processes, resulting in the efficient rollout of software products and services nationwide, significantly improving implementation timelines, adoption, and client satisfaction through management of various stakeholders.
- **Series Investment Support:** Played a role in securing Series-A investment by optimizing implementation team responsible for migrating customers to a proprietary platform, ensuring transitions and system adoption.
- **Mobile Application Prototyping & Testing:** Led prototyping and beta testing of a mobile application, transforming compensation models for providers and resulting in improved financial and operational outcomes. Created ticketing system and documentation for Pacific Medical Data Solutions, subsidiary of LPNT.
- **Executive Stakeholder Engagement:** Facilitated high-level executive stakeholder meetings, developing best practices for content strategy, vendor management, market discovery, training, software setup, and user documentation to ensure project alignment with organizational goals while developing key relationships.
- **Healthcare Application Design & Implementation:** Directed the design and implementation of hospital mobile application, successfully integrating with 85+ markets to enhance provider oversight and management.