

LUCY BEIRNE, PSPO

PRODUCT OWNER

PORTLAND, ME 04101 – OPEN TO HYBRID POSITIONS AND UP TO 60 MINUTE COMMUTE
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PROFESSIONAL SUMMARY

Strategic Product Owner and Project Manager with expertise in healthcare technology, insurance, and life sciences organizations. Experienced in agile delivery and cross-functional collaboration, translating complex business needs into scalable digital solutions that enhance operational efficiency, data accuracy, and user experience across enterprise platforms.

SKILLS

- Agile Product Management & Project Delivery
- Process Optimization & Workflow Design
- Vendor & Partner Management
- Stakeholder Engagement & Communication
- User Experience (UX) & Product Design
- Technical Tools & Platforms (Jira, Figma, LucidChart, Smartsheet, Azure, DevOps, Basecamp, CMS Administration)

WORK EXPERIENCE

FOUNDATION MEDICINE, Cambridge, MA

10/2021 – 10/2025

Global precision oncology company leveraging data and technology to advance personalized cancer care.

Product Owner

Led development of greenfield digital platform optimizing lab operations and user experience. Partnered with AI, data, and lab stakeholders to deliver automation and process improvements aligned with organizational goals.

- Spearheaded lab-efficiency initiative reducing order accessioning time by 34% through optimized workflow design.
- Authored, tested, and refined AI prompts to interpret pathology reports, enhancing accuracy and speed.
- Delivered optical character recognition (OCR) capabilities to automate data capture and reduce manual input.
- Drove cross-functional discovery sessions with 10-20 participants to align solution design with end-user and downstream data needs.
- Facilitated multi-stakeholder release planning and iterative feedback loops to ensure continuous product improvement.
- Presented progress reports, KPIs, and risk assessments to senior leadership to inform decision-making.
- Led agile ceremonies for multiple scrum teams, ensuring sprint alignment and backlog prioritization.
- Created process flow maps defining current- and future-state workflows for accessioning operations.

COMMUNITY HEALTH OPTIONS, Lewiston, ME

11/2014 – 10/2021

Nonprofit, member-led, health insurance cooperative serving individuals and businesses across Maine and New Hampshire.

Project Manager & Product Owner (09/2015 – 10/2021)

Directed full product lifecycle delivery across multiple digital platforms, balancing business priorities with technical feasibility in agile environment.

- Managed simultaneous product backlogs, sprint planning, and goal tracking to ensure timely releases.
- Led requirements gathering and roadmap development with 15 stakeholders.
- Delivered redesigned website, provider directory, member portal, and CMS, improving customer accessibility and engagement.
- Oversaw vendor evaluation and selection, authoring RFPs and managing successful tool implementations.
- Transitioned appeals and grievances processes across departments, coordinating 12 stakeholders across technology, compliance, and leadership.

- Directed user acceptance testing (UAT) efforts for claims platform rollout across multiple testing teams and locations.
- Co-developed organization's Project Management methodology, templates, and governance framework.

Outreach and Education Consultant (11/2014 – 09/2015)

Drove community engagement and education efforts to improve health literacy and access to marketplace coverage.

- Designed and facilitated public presentations attended by up to 40 attendees on the Affordable Care Act, Marketplace access, and insurance literacy.
- Established partnerships with hospitals, community colleges, and public agencies to expand outreach reach.
- Built and sustained grassroots relationships that strengthened brand awareness and member trust.

EDUCATION

Bachelor of Arts, Latin American Studies, EARLHAM COLLEGE, Richmond, IN

CERTIFICATIONS

Professional Scrum Product Owner I (PSPO I), SCRUM.ORG

Certified SAFe® 5 Product Owner/Product Manager, SCALED AGILE INC.