

Jason Pagliaro

Product Owner – Interoperability & Enterprise Delivery

Aurora, CO | Remote

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Professional Summary

Product-management rigor with implementation execution discipline across interoperability programs, delivery governance, and measurable operational outcomes.

Core Skills

Standards

OWNED DELIVERY

- HL7 v2 orders/results planning and readiness coordination
- FHIR R4 implementation scope and acceptance criteria alignment
- SMART on FHIR and OAuth2 workflow planning with engineering and security
- Data mapping, normalization, and interface validation checkpoints

EMRs

WORKED CLOSELY WITH

- Epic integration workstream planning and dependency management
- eClinicalWorks (eCW) interoperability onboarding coordination
- ModMed connectivity workflows and cutover planning
- Client-side workflow alignment for EMR handoffs and issue resolution

Engines

WORKED CLOSELY WITH

- Interface engine routing, transformation, and acknowledgment workflow governance
- Mirth implementation pattern collaboration
- Rhapsody implementation pattern collaboration
- Cloverleaf implementation pattern familiarity for planning and risk review

Delivery

OWNED DELIVERY

- Discovery facilitation, scope definition, and requirement traceability
- Cross-functional planning across engineering, QA, operations, and client teams
- Integration testing and UAT sequencing with launch-gate ownership
- Cutover readiness, go-live governance, hypercare, and remediation management

Compliance

OWNED DELIVERY

- HIPAA-compliant implementation delivery in regulated healthcare environments
- PHI/PII handling standards with minimum-necessary data practices
- Audit logging and encryption in transit/at-rest requirements
- Compliance-aware incident response and change-management governance

Tooling

FAMILIARITY

- Jira, Confluence, Azure DevOps, and GitHub delivery workflows

- Postman and API contract collaboration using OpenAPI/Swagger artifacts
- RabbitMQ, event-driven workflows, and queue-based processing coordination
- SQL reporting collaboration for implementation and support KPI dashboards

Experience

Product Owner – Interoperability & Enterprise Delivery | ELLKAY, LLC

JANUARY 2024 - PRESENT | REMOTE

- Lead discovery and implementation scoping for interoperability workstreams, translating customer and clinical requirements into delivery-ready stories and acceptance criteria.
- Coordinate EMR connectivity integrations (HL7 v2 orders/results, FHIR R4, SMART on FHIR/OAuth2) across interface engines, integration workflows, and API endpoints.
- Run cross-functional execution ceremonies with engineering, QA, clinical SMEs, and customer teams to align dependencies, release sequencing, and risk mitigation.
- Oversee integration testing and UAT readiness, including defect triage and cutover checklists for HIPAA-compliant production releases.
- Track post-live KPIs such as interface success rate, SLA performance, support ticket trends, and data quality issues to guide remediation priorities.

Enterprise Project Manager | ELLKAY, LLC

JANUARY 2020 - DECEMBER 2023 | REMOTE

- Led a COVID-19 response application for a national laboratory program, onboarding colleges and universities into remote testing workflows.
- Directed high-volume HL7 v2 orders/results processing with event-driven architecture, RabbitMQ queues, and pub/sub patterns.
- Managed interface mapping, integration testing checkpoints, and release coordination with engineering and QA for barcode-based tracking and workflow automation.
- Standardized interface operations and reporting workflows to reduce manual rework and improve operational visibility.
- Owned stakeholder communication, risk tracking, and go-live plus hypercare governance for enterprise interoperability implementations.

Technical Operations & Special Projects Lead | ELLKAY, LLC

JANUARY 2016 - DECEMBER 2019 | REMOTE

- Partnered with the CTO to resolve high-priority product and operations gaps affecting implementation timelines and escalation risk.
- Built automation scripts and internal tooling to improve repeatability across onboarding, support, and reporting workflows.
- Led technical audits and vendor evaluations that strengthened integration reliability and compliance readiness in regulated environments.
- Improved incident response, support handoff, and remediation playbooks across operations and engineering teams.
- Maintained PHI/PII-safe workflows with audit traceability controls for healthcare platform operations.

Post-Acquisition Integration Manager | ELLKAY, LLC

2012 - 2015 | REMOTE

- Integrated CareEvolve (BioReference Labs) teams post-acquisition, aligning workflows and roadmaps in 8 months.
- Transitioned a third-party interface engine to an internal integration platform to standardize delivery control and onboarding quality.
- Standardized interface build, integration testing, and support workflows to improve SLA adherence and platform reliability.
- Unified overlapping product functionality into modular, reusable components that reduced duplicate features and support burden.
- Coordinated cross-team release planning to maintain delivery continuity during organizational and platform transition.

Support Manager | ELLKAY, LLC

2009 - 2012 | REMOTE

- Founded and scaled the first standalone Support department to 22 team members.
- Designed escalation flows, incident severity standards, and SLAs to improve resolution consistency and service governance.
- Built feedback loops between support, implementation, and engineering teams to prioritize recurring interface defects.
- Served as senior escalation lead, resolving critical incidents while minimizing client disruption.
- Partnered with implementation teams on post-go-live stabilization for high-priority interoperability clients.

Implementation & Support Analyst | ELLKAY, LLC

2007 - 2009 | REMOTE

- Installed software and configured data mappings for laboratory clients.
- Integrated patient management and EMR systems via ODBC, APIs, and interface workflows.
- Executed interface validation and go-live readiness checklists with client teams to support deployment quality.
- Documented requirements, mapping specifications, and acceptance criteria for predictable implementation handoffs.
- Provided early-life support during hypercare to stabilize production interfaces and client operations.

Certifications

- **Certified Scrum Master (CSM)** (August 2022)