

RICARDO AVILA

Senior Technical Program Manager

Healthcare IT • Fintech • AI-Augmented Program Delivery • Bilingual English/Spanish

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SUMMARY

Senior Technical Program Manager with 10+ years leading large-scale, cross-functional technical programs — and 15+ years in enterprise IT — across healthcare technology, fintech, and SaaS. Repeatedly turns chaotic, at-risk programs into predictable, on-time delivery: enterprise platform transformation (CRM/CCaaS, EHR/EMR), Agile at scale, and single-source-of-truth portfolio visibility that leadership uses to make decisions. Founder of a live AI automation SaaS with paying clients; ships production software with Claude Code, MCP, and agentic workflows.

SKILLS

Program & Portfolio: Technical Program Management, Program Governance, Portfolio Management, Cross-functional Team Leadership, Portfolio & Program Delivery, Product Roadmap & Strategy, Vendor Evaluation & RFP, Risk & Dependency Management, Executive & Stakeholder Communication, Go-to-Market Planning, OKRs & KPIs, Change Management

Agile & PM Tools: Scrum, Kanban, SAFe, SDLC, DevOps, CI/CD, Jira, JQL, Jira Automation, Tempo Timesheets, Confluence, Smartsheet, Microsoft Project, ServiceNow, Asana

AI & Automation: Generative AI, AI Agents, Anthropic Claude (Claude Code, MCP, agentic workflows), OpenAI GPT-4o, Microsoft Copilot, Google Gemini, production AI chat & voice agents, prompt engineering (PRDs, RAID logs, stakeholder reporting), Zapier AI, NotebookLM

Cloud, Data & Web: AWS, Google Cloud Platform (GCP), Microsoft Azure, SQL, Python, Google Apps Script, Next.js, React, Docker, Optimizely (A/B & multivariate), Datadog, PagerDuty

Healthcare & Compliance: EMR/EHR (NextGen, eClinicalWorks), HL7 v2 interfaces (Corepoint), HIE, HIPAA, PHI, SOX, ITIL

PROFESSIONAL EXPERIENCE

Founder | 512AI.co (AI Automation SaaS) | Mar 2026 – Present

- Founded and operate a live AI automation platform serving small service businesses, with paying clients in production — owning product, architecture, delivery, and customer success end to end.
- Shipped production AI agents: a chat engine with custom business logic (scheduling, routing, lead qualification) and a 24/7 AI voice agent handling inbound calls, integrated with Google Calendar, SMS/telephony, and CRM systems.
- Architected the platform on Next.js/React, Node, and PostgreSQL (Supabase) hosted on Railway, integrating Twilio (Voice, Messaging, 10DLC), the Anthropic Claude API, Bland AI voice, OAuth, usage metering, and Stripe billing; defined the tiered SaaS pricing model, onboarding flow, and customer success framework.

Senior Technical Program Manager | Earnest (Fintech) | May 2025 – Aug 2026

- Built an executive portfolio dashboard covering 17 concurrent programs and 50 to 85 engineers, replacing manual spreadsheet reporting with a single source of truth, surfacing over-allocation, cross-program dependencies, and risks early enough for leadership to rebalance capacity before delivery slipped.
- Led Project Nirvana, an enterprise CRM/CCaaS platform replacement: ran RFI/RFP across multiple vendors and implementation partners, built the functionality-to-cost ROI model that drove vendor selection, and aligned 15 to 20 stakeholders across 10+ functions to move near-seven-figure, multi-year contracts from kickoff to signature.
- Re-platformed the dashboard from Google Apps Script to Next.js/React on Docker and AWS, building it with Claude Code on the company's enterprise AWS Bedrock infrastructure — establishing the company's first internal application hosting path, adopted as the deployment pattern for other internally built tools.

- Identified program documentation as a drag on 4+ engineering teams and automated it (RAID logs, status reports, requirements summaries, retro notes) with Claude and GPT-4o prompt engineering, cutting manual reporting overhead; handed the prompts to team leads to own and maintain.
- Senior TPM for the SRE, Cloud Platform, and Infrastructure Enablement teams, coaching engineers, leads, engineering managers, and product managers on Agile delivery, streamlining ceremonies and Jira workflows to cut cycle time, and reporting progress to C-level stakeholders monthly and quarterly; ran Optimizely A/B and multivariate tests with Growth that improved conversion funnels.

Senior Technical Program Manager | DexCare (Healthcare Technology) | Sep 2023 – Mar 2025

- Drove backend API and frontend UI/UX roadmap execution — identifying technical challenges, dependencies, risks, and mitigations — delivering 80%+ of planned features per release cycle.
- Tracked and resolved 90%+ of identified risks and dependencies each quarter through structured milestone communications, keeping product development aligned to strategic goals.
- Established software delivery best practices — sprint processes, ceremonies, cross-team communication, and Tempo time tracking for engineering work — within the first six months at a fast-paced healthcare startup.

Technical Project Manager | Pie Insurance (Insurtech) | May 2023 – Sep 2023

- Ran delivery for the Commercial Auto insurance portfolio across Engineering and Product, holding 90% on-time delivery.

Senior Technical Program Manager | Bestow (Insurtech) | Feb 2020 – Mar 2023

- Led Agile ceremonies, sprint planning, and feature prioritization for engineering teams at a high-growth startup, sustaining 90%+ sprint commitment adherence across delivery cycles.
- Coordinated complex programs across 10+ teams, business stakeholders, and third-party vendors, achieving 95%+ alignment with go-to-market timelines for new product and feature launches.
- Partnered with Product and Engineering leadership to define and prioritize roadmaps, streamlining requirements gathering and reducing time-to-market across multi-team programs.

Senior Project Manager | Direct Line Development | Apr 2019 – Jan 2020

- Managed a 6-person PM team delivering web development and SEO projects, holding 95%+ on-time delivery against contracted SLAs and preventing 90%+ of potential budget overruns; delivered quarterly KPI reporting to executives.

Sr. Supervisor, IT Clinical Applications Development

| Hanger Clinic (Healthcare) | Mar 2015 – Mar 2019

- Led two cross-functional teams (6 business systems analysts, 4 developers) enhancing and maintaining NextGen EHR — ICD-10 updates, billing modules, custom forms, infrastructure — for 800+ orthotics and prosthetics clinics nationwide.
- Ensured full SOX, HIPAA, PHI, Internal Audit, and ITIL compliance across all development, testing, and deployment activities, while mentoring staff through quarterly reviews and 1:1s.

EARLIER CAREER

DaVincian Healthcare, Senior Technical Project Manager (2013–2015): revenue cycle products; led 10+ offshore bilingual developers. Ascension Seton, Solution Development Analyst (2011–2013): eClinicalWorks EMR for 50+ facilities and 1,000+ users. Clinical Pathology Laboratories, HL7 Developer (2009–2011): 70+ HL7 lab interfaces in Corepoint to Epic, Allscripts, and NextGen. Earlier: EMR support at e-MDs (2008–2009).

CERTIFICATIONS & EDUCATION

- Certified ScrumMaster (CSM), 2015, and Certified Scrum Product Owner (CSPO), 2020, Scrum Alliance; NextGen Certified Professional (NCP), Document Management, 2017
- Training: SAFe Advanced Scrum Master course, Jul 2021; Corepoint Integration Engine (HL7), 2009; PMP Test Prep Course, St. Edward's University, 2012
- AI Strategist and Builder 1-Month Intensive, Harvard Data Science Initiative, Oct 2026
- Associate of Applied Science, IT & Computer Network Systems, ITT Technical Institute, 2006–2008