

Haile Haile

PROGRAM MANAGER | PRODUCT OPERATIONS | TECHNICAL PROGRAM MANAGEMENT | IMPLEMENTATION

Oakland, CA (Open to Remote) | haile@hailelabs.com | hailelabs.com | linkedin.com/in/hailehaile | github.com/haile-y-haile

PROFESSIONAL SUMMARY

Program Management and Product Operations professional with 6+ years leading cross-functional initiatives across healthcare, finance, enterprise systems, and independent software product development. Experienced translating ambiguous business problems into structured requirements, product roadmaps, implementation plans, and operational improvements in partnership with technical and business stakeholders.

Independently conceived, planned, and led development of two iOS applications from product discovery through requirements gathering, feature prioritization, QA, and App Store submission, directing AI-assisted development tools while retaining ownership of product strategy, user experience, and technical direction.

MBA in Digital Innovation & Information Systems, with PMP, Certified ScrumMaster (CSM), and AWS Certified Cloud Practitioner certifications.

CORE COMPETENCIES

Program Management: Cross-Functional Leadership, Program Delivery, Project & Roadmap Planning, Risk & Dependency Management, Stakeholder Management, Executive Communication, Change Management, Vendor Management

Product Operations: Product Discovery & Strategy, Requirements Gathering, User Stories, Feature Prioritization, Backlog Management, Release Planning & Readiness, QA Coordination, UAT Support

Implementation & Enterprise Systems: Process Improvement, Enterprise Systems, Healthcare IT Operations, Workflow Optimization, SOP Development, Training Support

Tools & Platforms: Jira, Confluence, Microsoft Office, Google Workspace, Slack, Microsoft Teams, App Store Connect, TestFlight, React Native, Expo, AWS Cloud Fundamentals, AI-Assisted Software Development

PROFESSIONAL EXPERIENCE

Independent Product Builder

May 2022 - Present

Oakland, CA • Remote

- Lead end-to-end product strategy and execution for two iOS applications, from concept through requirements, roadmap, QA, and App Store submission.
- Translate ambiguous ideas into structured product requirements, user stories, feature roadmaps, and implementation plans.
- Direct AI-assisted software development while retaining ownership of product vision, architecture decisions, UX direction, testing, and release execution.
- Balance user needs, business goals, technical feasibility, privacy, and implementation effort in feature prioritization decisions.
- Author PRDs, functional specifications, release checklists, QA documentation, and product roadmaps.
- Coordinate TestFlight distribution, manual QA, bug tracking, regression testing, and App Store Connect submission workflows.
- Manage residential property renovation projects, including budgeting, contractor coordination, permitting, and quality assurance.

Financial Services Analyst III

Apr 2022 - May 2022

University of California, Office of the President — Oakland, CA

- Processed and validated high-volume Oracle financial transactions supporting timely vendor payments.
- Reviewed purchase orders, invoices, and payment documentation for compliance and accuracy.
- Identified documentation issues and partnered with stakeholders to resolve payment discrepancies.

Department Administrator

Jan 2019 - Apr 2022

UCLA Health, Financial Services — Los Angeles, CA

- Supported finance operations for departments managing over \$5M in annual budget activity.
- Led operational coordination during the COVID-19 transition, supporting 100+ employees moving to remote work.
- Coordinated purchasing, reporting, facilities projects, technology requests, onboarding, and offboarding.
- Partnered with Finance, HR, IT, Payroll, Facilities, and executive leadership to resolve operational issues.
- Managed vendor relationships and developed executive reporting used for operational planning.

Project Manager

Aug 2017 - Jan 2019

UCLA Health, Talent Acquisition — Los Angeles, CA

- Managed recruitment operations supporting the School of Medicine, Department of Medicine, and Neuropsychiatric Hospital.
- Coordinated hiring workflows among recruiters, hiring managers, HR partners, and executive stakeholders.
- Tested and evaluated a new Applicant Tracking System onboarding dashboard, providing implementation feedback.
- Coordinated temporary workforce operations during two labor strikes, ensuring continuity of healthcare operations.

Project Manager Intern

Nov 2016 - Jul 2017

UCLA Health, Environmental Health & Safety — Los Angeles, CA

- Supported environmental health and safety initiatives across four UCLA hospital locations.
- Coordinated respirator safety training for 500+ healthcare employees.
- Assisted with compliance reporting, documentation, and disaster-preparedness initiatives.

Environmental Health & Safety Administrative Intern — Kaiser Permanente Los Angeles Medical Center

Jun 2016 - Aug 2016

INDEPENDENT PRODUCT PORTFOLIO

Receipts — Private Journal (iOS App)

github.com/haile-y-haile/Receipts

- Conceived and built a privacy-first journaling app from idea through App Store submission (v1.0.0, build 35).
- Led product discovery, requirements gathering, feature prioritization, QA, and release management.
- Designed five independent privacy layers, including biometric lock, decoy PIN, and panic-shake lock, plus on-device text search and offline-first sync.

LoopTidy (iOS App)

github.com/haile-y-haile/Looptidy

- Designed a local-first productivity app to track open commitments, follow-ups, and blocked work — in TestFlight beta, build 33, preparing for App Store submission.
- Defined product positioning, MVP scope, roadmap, and feature prioritization.
- Directed AI-assisted development while owning product requirements, testing, and TestFlight distribution.

EDUCATION

MBA, Digital Innovation & Information Systems — Pepperdine Graziadio Business School

2023

BS, Health Administration — California State University, Northridge

2016

MBA APPLIED PROJECTS

Ambience SaaS PRD: Security & Compliance — Pepperdine Graziadio Business School: authored the initial security and compliance framework for a multi-tenant SaaS PRD, covering NIST 800-53 and ISO 27001 controls, GDPR compliance, and authentication policy, as part of a cross-functional MBA project team.

Microsoft Cloud & IT Governance — Pepperdine Graziadio Business School: researched IT capability maturity models (ISO 9000, ITIL, IBM Cloud, COBIT 2019) and recommended a combined COBIT 2019 and ITIL framework for Microsoft's enterprise customers, including six defined IT performance metrics for revenue, customer satisfaction, risk, efficiency, availability, and productivity; presented to Microsoft's Adoption & Change Management and Modern Service Management leadership as part of a cross-functional MBA project team.

CERTIFICATIONS

Project Management Professional (PMP) · Certified ScrumMaster (CSM) · AWS Certified Cloud Practitioner

RECOGNITION

Presidential Management Fellows (PMF) Finalist, U.S. Office of Personnel Management — Class of 2024