

# Robert D. Brissett

Director of Engineering | Senior Product Manager

rbrissett@makedoingeasier.com • [makedoingeaiser.com](http://makedoingeaiser.com)

## PROFESSIONAL SUMMARY

Technology and product leader who specializes in stepping into under-resourced, fragmented, or stalled organizations and making them work. Equally effective as a Director of Engineering or a Senior Product Manager: able to own the technical architecture and drive the delivery roadmap in the same role. Brings 15+ years of experience across mission-driven nonprofits, behavioral health, healthcare, financial services, and life sciences, with a track record of stabilizing operations, modernizing legacy systems, and launching data and AI capabilities in environments where those investments were overdue. Trusted by executive leadership and frontline teams alike to translate complexity into delivery.

## CORE COMPETENCIES

◆ Product Strategy & Road mapping	◆ Technical Team Leadership	◆ Enterprise Architecture
◆ Agile Delivery (SAFe, Scrum)	◆ Cloud Platforms (AWS, Azure)	◆ Digital Transformation
◆ Stakeholder & Executive Engagement	◆ Data & Platform Architecture	◆ EHR / Healthcare IT Systems
◆ AI-Enabled Product Development	◆ Vendor & Partner Management	◆ Cybersecurity & IT Governance

## PROFESSIONAL EXPERIENCE

### Director, Technology & Product

Oct 2024 – Feb 2026

[Northside Center for Child Development](#) | New York, NY

Led technology strategy, product, and IT operations for a \$32M behavioral health and community services organization serving underserved children and families across NYC.

- Directed a 6-person technology team and \$2M operational budget, overseeing infrastructure, endpoint management, enterprise applications, and data operations for 350+ users.
- Architected and led cloud migration of enterprise services (Exchange, data pipelines, backup/recovery) to improve organizational resilience and scalability.
- Optimized the EHR platform by redesigning treatment plan workflows, routing rules, and service configurations — improving program efficiency and billing accuracy for behavioral health teams.
- Implemented the NIST Cybersecurity Framework (CSF), establishing a remediation roadmap to raise security maturity to 75% within 18 months.
- Secured ~\$600K in grant funding to support endpoint modernization, cybersecurity improvements, and lifecycle management.
- Led development of Northside's enterprise data and digital platform, establishing the foundation for analytics, AI-enabled decision support, and scalable program delivery.

### Adjunct Professor, Computer Science & Management Engineering

Jun 2024 – Present

[Long Island University](#) | New York, NY

- Teach Introduction to Object-Oriented Programming, Networking, and Web Design.

### Senior Product Manager – Digital Engineering, Cloud & AI Transformation

Jan 2020 – Jun 2024

[EPAM Systems Inc.](#) | New York, NY

Led product delivery for top-tier enterprise clients across life sciences and healthcare, generating \$80M+ in revenue and operational savings through digital engineering and cloud transformation engagements.

- FFF Enterprises: Implemented Salesforce replatforming product roadmap and SAFe delivery model, improving internal reporting and delivery coordination across teams.
- AKTANA: Led 0-to-1 product build of the AKTANA Strategy Suite — defined product vision, strategy, and roadmap; coordinated delivery across UX, front-end (React/Node), and content teams.
- Hingehealth: Orchestrated product delivery across EPAM and Hingehealth; identified new subscription product opportunities leveraging Databricks, AWS Redshift, and S3 pipelines.
- Merck (DRACoE): Defined 24-month roadmap and mobilized people, processes, and technology to meet annual decommission and archival goals for Merck's IT and finance teams.
- Launched the EPAM Global Life Sciences Community; built AI-driven knowledge base using ChatGPT to connect 4 regional hubs and support talent and client engagement.

## Co-Founder & Chief Product Officer

Dec 2009 – Mar 2024

The Innovia Group | Brooklyn, NY

Co-founded a MWBE digital transformation and product firm. The company evolved through three phases: EPAM subcontractor delivering enterprise healthcare and life sciences engagements; a SaaS product company; and a distributed engineering services firm with delivery operations in the U.S. and Nepal.

### Phase 1 — EPAM Subcontractor: Healthcare & Life Sciences Delivery (2009 – 2019)

- CareFirst BCBS: Led ACA modernization, launching a private healthcare exchange integrated with MD, DC, and VA state exchanges; subsequently led MACRA compliance projects including data warehouse implementation, EDI 834/820 integrations, and B2B/B2C online enrollment.
- Merck: Led global cross-functional teams to design and launch a centralized pharmaceutical pricing platform that addressed international reference pricing concerns across worldwide markets.

### Phase 2 — SaaS Product Build (2019 – 2024)

- Built and launched TheCommunityCloud.com — a 0-to-1 SaaS platform for groups and small businesses — securing ~\$400K ARR with cloud-native architecture (PHP, Node.js, Laravel, AWS, PostgreSQL).
- Defined and executed a Product Accelerator strategy, transitioning the firm from a services model to scalable digital product delivery — establishing product roadmap, go-to-market strategy, and investor pitch materials.

### Phase 3 — Distributed Engineering Services (2020 – 2024)

- Built and led a distributed engineering team of 10+ across the U.S. and Nepal, establishing a delivery center in Kathmandu with Kubernetes-based hybrid cloud and continuous Agile delivery.

## Director, Technology Strategy / VP Global Solutions Leader

Jul 2007 – Nov 2010

MasterCard Worldwide | Purchase, NY

- Consolidated MasterCard Rewards, 1-800 MC Assist, and Cardholder Services into a unified product offering, achieving 30% savings through platform and operational consolidation.
- Designed regional CX models and integrated product roadmaps, improving stakeholder engagement and cross-functional coordination through standardized intake and release processes.
- Improved issuer onboarding processes by 40% and led platform/vendor consolidation as VP Global Solutions Leader.

## EDUCATION & CERTIFICATIONS

<p><b>New York University</b> M.S., Computer Science</p>	<p><b>Long Island University</b> B.S., Computer Science &amp; Mathematics</p>
<p><b>Columbia University Engineering</b> Certificate, Artificial Intelligence (exp. 2027)</p>	<p><b>Babson College / Goldman Sachs 10KSB</b> Certificate, Entrepreneurship</p>

## TOOLS & TECHNOLOGIES

**Delivery & Product:** Jira, Jira Align, Confluence, Miro, Figma, Product Discovery, GitHub, Jenkins

**Cloud Platforms:** AWS (Lambda, S3, CodePipeline, Redshift, SQS), Azure, Kubernetes, OpenShift

**Enterprise Applications:** Salesforce (Sales Cloud, Health Cloud), Epic (EHR), Microsoft Dynamics, Databricks

**AI & Data:** ChatGPT, MS Copilot, Qlik, DataDog, Appian

**Languages / Frameworks:** Java, PHP, Node.js, React.js, SQL, Perl, C, Ruby, HTML, Bash