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Kathleen Scott

Product Owner

Product Owner with five years on healthcare and insurance platforms. Comfortable bridging clinical stakeholders and engineering, and willing to push back when a request will not serve users. Recent focus on claims automation and provider-facing tools.

Location

Minneapolis, MN

Phone

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Email

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Education

B.S. Health Informatics, University of Minnesota, 2019

Key Skills

- Jira, Azure DevOps, Confluence, Lucidchart
- Story mapping, journey mapping, OKRs
- SQL, Tableau, Mixpanel
- CSPO (2021), SAFe POPM (2023)

Professional Experience

Product Owner, Northgate Health Solutions, Minneapolis, MN | 2022 to Present
2022 - Present

- Own the backlog for the provider portal claims module across two scrum teams (11 engineers total).
- Led a redesign of the claims status view that reduced inbound support calls on claim questions by about a quarter within one quarter.
- Run discovery with provider office managers monthly; turned three interview themes into a prioritized epic now mid-build.
- Wrote roadmap updates for executive review every six weeks, with the VP of Product citing them as a model for other squads.
- Coordinated a HIPAA audit deliverable on schedule by sequencing compliance stories ahead of new feature work.

Product Owner, Vellum Insurance Group, St. Paul, MN | 2020 to 2022
2020 - 2022

- Owned the agent quoting tool backlog serving roughly 1,800 independent agents.
- Partnered with actuarial to ship a rating-engine update that cut quote turnaround from 6 minutes to under 2.
- Ran twice-weekly backlog grooming and kept sprint goals tied to two outcome metrics per quarter.
- Documented edge cases in Confluence pages still referenced by the team after I moved on.

Business Analyst, Vellum Insurance Group, St. Paul, MN | 2019 to 2020
2019 - 2020

- Gathered requirements from underwriting, claims, and IT for a policy admin system upgrade.
- Built process flows in Lucidchart that became the basis for the first PO-owned epics on the project.
- Promoted into PO seat after twelve months.