

ERIK HANSON

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Chief Technology Officer

Seasoned engineering leader with over two decades of experience leading healthcare engineering and product development teams in high-growth, innovative environments. Visionary with a proven track record of driving transformative change in the healthcare technology sector, with expertise in innovative solutions, cloud infrastructure, and scalable software platforms. Expert in bridging technical and business perspectives, with a history of leading product innovation, scaling technology operations, and managing complex integrations. Passionate about leveraging technology to address critical challenges, streamline operations, and deliver exceptional value.

Core Competencies

- Strategic Leadership & Vision
- Team Building & Leadership
- Change Management
- Product Development & Management
- Stakeholder Engagement
- Process Optimization
- Engineering Excellence
- Data-Driven Decision-Making
- Cloud Infrastructure

Career Experience

Hello Alpha, Inc. (Formerly Alpha Medical) – Palo Alto, CA/Remote

February 2022 to October 2024

The virtual, on-demand women's health platform offering inclusive, whole-person care for women at every stage of life.

Vice President of Product & Technology

Served as a key member of the executive leadership team, shaping the organization's product and technical roadmap and fostering a culture of innovation and collaboration. Initially joined as Vice President of Engineering and transitioned to Vice President of Product and Technology in January 2023. Lead a multidisciplinary team of 15, including engineering architects, senior product designers, and data engineers, to innovate and scale a secure, asynchronous messaging platform for patient-provider interactions. Managed software engineering, quality assurance, product management, product design and experience, and data engineering and analytics.

- Built a high-performing team, guiding through substantial company growth and enhancing overall efficiency.
- Oversaw a combined budget of \$2.88M, including operational and labor expenses.
- Spearheaded the development of a cutting-edge telemedicine platform focused on enhancing women's healthcare across all 50 states and D.C.
- Implemented refined processes and streamlines workflows to enhance operational efficiency.
- Orchestrated complex integrations, including a significant partnership with Amazon Clinic, and led technical and project management efforts, resulting in a \$180K monthly revenue boost from the integration.
- Played a pivotal role in scaling the platform to handle a threefold increase, from 10K to 30K, in patient volume within a month, maintaining seamless performance through enhanced AWS infrastructure.
- Reduced consumer churn, decreasing from 13.2% to 5.1% by automating the win-back process, significantly improving client retention.
- Achieved and maintains an NPS score over 70, reflecting high client satisfaction and successful service delivery.
- Mentored and coaches the team, enhancing knowledge and skills while strengthening the talent bench, driving continuous improvement, and facilitating 7 promotions within the team.

Icario (Formerly Revel Health) – Minneapolis, MN

April 2018 to January 2022

The leading digital-first health action company driving the next generation of healthcare.

Vice President of Software Engineering (2019 to 2022)

Transformed the software engineering department during a period of significant growth and change, including a merger and acquisition. Oversaw the development and scaling of the engineering organization from 35 to 120 members, including 7 direct reports, adapting to evolving organizational needs. Pioneered the creation and implementation of a new professional services organization to enhance operational efficiency and maximize client value.

- Conceptualized, secured approval for, and established a new professional services function to isolate custom work from core engineering tasks.
- Spearheaded the creation of a data and analytics function, including the development of a new data warehouse to integrate and unify data from disparate sources into a single, reliable repository.
- Drove the expansion of new product lines, scaling from 3 programs in the first year to 60 programs in the third year, and increasing client engagement from 3 to 20 clients over the same period.
- Led the consolidation of 4 distinct technology platforms into a unified system, collaborating with the CTO on the integration strategy and leading the cross-functional working group.

Director of Software Engineering (2018 to 2019)

Scaled the technology platform and organization, leading the development and deployment of the next-generation platform to new clients. Directed a team of 7 while overseeing the growth of the engineering organization from 15 to 35 employees within 18 months while the company grew from 35 to 110 employees. Led the development of the second generation of the company’s technology platform, managing all aspects.

- Launched the new platform, securing initial clients, achieving a 20x increase in revenue with the flagship client, growing from \$50K to \$1M annually, and expanding the number of programs delivered from 1 to 20 per year.
- Facilitated significant growth in the engineering team by 50%, while also supporting several internal promotions, including from software engineer to senior software engineer and senior software engineer to director.

Spok – Eden Prairie, MN

May 2017 to April 2018

A global leader in healthcare communications.

Director of Product Development

Directed the development of a cutting-edge communication platform for healthcare facilities, overseeing a team of 14 and driving significant improvements in team processes and product delivery.

- Transformed the team’s dynamics and productivity by right-sizing the team, and improving overall morale, communication, and effectiveness.
- Contributed to the development and deployment of a new software communication platform, improving internal communications within healthcare facilities and aligning the team with the project's objectives.

WAND Digital – Eden Prairie, MN

January 2015 to April 2017

The industry leader in digital display software and technology partnering with the world's leading restaurant and retail brands.

Vice President of Software Development & Interim Vice President of Product

Led the overhaul and transformation of software and product development operations, focusing on enhancing platform stability, improving release cycles, and fostering team cohesion. Oversaw 15 direct reports, growing and scaling the team.

- Fostered a collaborative team environment by aligning development and QA processes, resulting in significant improvements in platform stability and client satisfaction.

Early Career

VIRTUAL RADIOLOGIC CORPORATION | Director of Software Engineering; Manager of Software Engineering
HEADWATERS SOFTWARE | Director of Technology, Lead Developer; Web Developer

Education

Master of Science (MS) Degree, Health Informatics | University of Illinois at Chicago
Bachelor of Arts (BA) Degree, Theatre | Grinnell College

Certifications

Certified Scrum Professional - Product Owner | Scrum Alliance

Certified Scrum Professional - Scrum Master | Scrum Alliance

Advanced Certified Scrum Master | Scrum Alliance

Certified Scrum Product Owner | Scrum Alliance

Certified Scrum Master | Scrum Alliance

Certified Scrum at Scale Practitioner | Scrum Inc.