

AUSTIN GETCHELL

Product & Program Leader · Technical Strategy · Chicago Area / Remote

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PROFESSIONAL SUMMARY

Product and program leader with 14+ years delivering enterprise healthcare software at ComPsych, the world's largest behavioral health platform. Experienced across the full product lifecycle — from requirements and systems design through delivery, adoption, and iteration — managing 5–8 concurrent initiatives across complex stakeholder environments. Part of the team behind platform systems serving millions of users globally, with a track record of driving measurable clinical and business outcomes. Comfortable presenting to executive leadership and collaborating directly with development teams.

CORE COMPETENCIES

Product Strategy & Roadmapping | Requirements & User Stories | Stakeholder Alignment | Cross-Functional Leadership
API Design & Integration | UX Prototyping & Wireframing | SQL & Data Analysis | JIRA / Confluence | Agile / Hybrid
Delivery | AI Tools

EXPERIENCE

IT Project Manager

Jul 2022 – Present

ComPsych Corporation | Chicago, IL

- Owned end-to-end product delivery for enterprise software initiatives with budgets over \$1M, maintaining excellent on-time completion rates while consistently meeting business objectives.
- Partnered with executives and business stakeholders to define product requirements, shape roadmaps, and ensure alignment between technical solutions and strategic goals, including leading repeated end-to-end platform redesigns in response to evolving business and user needs.
- Drove post-launch adoption through user guides, FAQs, and structured feedback loops; increasing feature utilization and cutting user escalations significantly.
- Led cross-functional teams and vendor partners, optimizing resource allocation and reducing project delivery costs.
- Facilitated daily standups and executive-level status reporting; identified and removed blockers to keep delivery on track.
- Established and enforced PM best practices across delivery teams, improving consistency and predictability of releases.
- Designed and delivered behavioral health platform systems independently validated to deliver 507% ROI on healthcare spend per a 2026 Integrated Benefits Institute study.
- Maintained and enhanced ComPsych's content platform serving 160M users globally, contributing to 282% content growth and 38% engagement increases achieved in 2025.
- Leverage AI tools to accelerate requirements drafting, test plan development, and roadmap analysis; apply working knowledge of Excel, Power Query, Power BI, HTML, and JavaScript to build lightweight reporting and productivity solutions independently using AI.

Senior Business Systems Analyst

Feb 2014 – Jul 2022

ComPsych Corporation | Chicago, IL

- Product manager for external-facing applications serving 1M+ global users - owning requirements, prioritization, roadmap input, and release strategy.
- Translated complex business needs into actionable user stories, wireframes, and acceptance criteria; accelerated release cycles through clear, dev-ready documentation.
- Served as technology stakeholder for product enhancements, advising leadership on prioritization tradeoffs and roadmap direction across FMLA, EAP, and case management platforms.

- Conducted SQL-based analysis and reporting to surface data-driven insights that shaped executive product decisions.
- Led end-to-end testing strategy (functional, regression, UAT), delivering deployments with minimal post-release defects.
- Designed and delivered technology solutions that improved operational efficiency across a suite of enterprise healthcare platforms.
- Provided institutional continuity across multiple full-cycle platform redesigns, maintaining consistent product standards and reducing ramp-up costs with each iteration.

Applications Analyst

Jun 2011 – Jan 2014

Cognizant Technology Solutions | Abbott Park, IL

- Defined requirements and functional specifications for pharmaceutical sample ordering systems used by national field sales teams to manage doctor visit inventory.
- Led end-to-end testing including test plan design, execution, and defect tracking; coordinated QA activities across onshore and offshore teams to ensure quality releases.

EDUCATION

Bachelor of Science in Business Administration, *May 2011*

University of Arizona · Tucson, AZ

Majors: Management Information Systems & Operations Management