

TOM BUDZEN

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Product Manager | Design Thinker | Client-Facing Strategist

Product manager and team leader experienced in taking products from concept to scale. Driving every aspect of product development, including vision, discovery, execution, and adoption, without losing sight of the business outcome. Experience in consulting on long-term client engagements, as well as fast (0-to-1 in 10 weeks) product launches.

EXPERIENCE

MANIFOLD GROUP

Manager, Product & Design

Senior Associate, Product Management

Associate, Product Management

New York, NY

Mar 2026 – Present

Mar 2023 – Feb 2026

May 2021 – Feb 2023

Referral Management & CRM Platform

- Own product vision and delivery for an EMR-integrated referral management and CRM platform live across 260 hospitals, used by 1000+ distinct monthly users, and processing 3000+ referrals daily
- Built the business case that secured a \$300K follow-on contract for the next phase of platform development — translated user research, usage data, and stakeholder priorities into a commercial narrative
- Manage the roadmap across competing stakeholders (health system operators, clinical staff, EMR integration partners, internal engineering and design), prioritizing features that improve referral conversion and reduce manual coordination
- Run discovery, sprint cadence, release planning, and post-launch QA across a cross-functional team of engineers and designers; serve as primary client-facing PM on weekly steering committee with hospital system leadership

Clinical Scheduling Application

- Led end-to-end product development for a 49-facility deployment serving 2,000 users in 12 weeks, owning vision, discovery, execution, and adoption as product lead for a team of 8
- Conducted 50+ stakeholder interviews (therapy directors, managers, CNOs) to synthesize a unified product vision across facilities with entirely different scheduling processes; prioritized core 80% functionality over edge cases to maximize speed-to-value
- Defined all user stories, managed daily client syncs and weekly executive updates, coordinated design, and aligned engineering on technical feasibility within timeline and budget
- Drove adoption by building UAT and training materials, personally training 2,000 users across 49 facilities, running 20 post-launch feedback sessions, and shaping the prioritized feature backlog from user insights
- Led pilot deployment and executive presentations that secured the follow-on contract for full-scale rollout and continued product development

Data Modernization & AI Initiative

- Led product strategy and business requirements for a data modernization initiative at a 200+ hospital chain, transforming fragmented workflows into a unified Power BI analytics environment with AI-enabled insights
- Drove implementation of a medallion data architecture (Azure Fabric, OneLake) and a shared semantic model optimized for LLM consumption, with centralized calculation tables enabling consistent metrics across previously siloed dashboards
- Integrated Microsoft Copilot so executives can query the data conversationally with accurate business logic — replacing system-guessed column definitions that had been blocking trust in the prior environment
- Managed a cross-functional team of 5 engineers and analysts through daily standups, blocker resolution, and sprint execution while serving as the primary business-IT liaison

VEDA GRACE DERMATOLOGY

Hardware Prototyping Consultant

- Designed and patented a mobile-compatible polarized imaging system to simplify dermatologic diagnostics (US Patent #11,003,048)

Chicago, IL

Jun 2019 – Jun 2020

POLSKY CENTER FOR ENTREPRENEURSHIP AND INNOVATION

Operations & Fabrication Lab Intern

- Guided members in safely prototyping ideas in the fabrication lab; analyzed trends across Polsky Exchange start-ups

Chicago, IL

Jun 2018 – Jun 2019

EDUCATION

THE UNIVERSITY OF CHICAGO — *Bachelor of Arts in Economics*

Chicago, IL

ADDITIONAL INFORMATION

Certificates & Patents: SAFe 5 Product Owner/Product Manager; US Patent #11,003,048

Skills: Claude Cowork, Claude Code, Lovable, Jira, Figma, Smartsheet, Mixpanel, Azure Fabric, Power BI,

Interests: Scuba diving, skiing, fly fishing, Premier League