

John Hartley

MSc BSc - Analyst

EXPERIENCE

Medici Italiani Al Londra — Product Lead

July 2024 - PRESENT

- Successful customisation and launch of a web application for an AI-powered patient record system. The product's unique selling point is a MedML-powered NLP agent.
- Led the end-to-end product development lifecycle, including ideation with notion, customisation of UX with Figma, development, and testing with Google's AppEngine. Collaborating with data engineers and UX designers on Github's codespace.
- There are over 250K patient users in Italy and the UK. 86% of Doctors' patients adopted the application, and the user satisfaction score is > 90%. Doctors reported 10x productivity gains through a reduced administration burden.

Ergea — Dynamics 365 Functional Consultant

Sep 2023 - June 2024

- Led Dynamics 365 delivery team in the roll-out of customer enterprise & field service web portals. Using PowerBI (DaaS) embedded URL solution hosted on Azure.
- Led Kanban huddles in DevOp, tracking issues and mitigating risks, inc daily code reviews and rebaseline of the main source code branch. Metadata labelling with purview and fabric on the backend
- Reduced call time efficiency by 300%, dropped calls to zero, customer satisfaction increased 2x, and stock-out incidences dropped to zero.

Lexica — Patient flow SaaS Product Manager

Nov 2022 - June 2023

- Spearheaded the development of a new patient-flow DaaS product for simulating patient flow; simulation model used to support NHS England (Green Book) business case.
- >1,000,000,000 DSE simulation runs in SimPy to optimise "set-up" for a community diagnostic hub.
- Facilitated NHSE workshops to develop MVP and road map.

RealWorld Healthcare — Transformation consultant

March 2022 - Nov 2022

- Identified £1.6 million cost reduction opportunities for Central North

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PROJECTS

Tweepy: NLP sentiment analysis on Hugging Face

Med-BerT NLP - RAG

Simulation Model in **SimPy**

MedML on GCP - Medical Record Summary

EDUCATION

Berkely EdX: Data science diploma, Inferential Data8

Bristol University MSc Health Science

Sunderland University BSc Sport Science

West London Mental Health trust transformation programme.

- Set up a cross-developer environment with GitHub codespace.
- Daily tasks included kanban stand-ups and code reviews.
- Led a small team of data scientists & engineers in developing DaaS platform. Responsible for client engagement and product development with Figma.

Cleveland Clinic — Clinical Operations Analyst

March 2020 - Feb 2022

- Led a team of analysts in a clinical stakeholder engagement process to create a clinical operations dashboard in PowerBi. Extracting clinical outcome data, patient journey, and patient feedback from Epic's slicer dicer into a PowerBi report.
- Created workforce data model in Snowflake.
- Used Microsoft's power automation to train a model to read PDF, image and text web app submissions. Which then triggered submission to Healthcode for insurance billing.
- Spearheaded quality improvement projects within the high-reliability program.
- Developed and implemented the internal A3 continuous improvement strategy.
- Successfully delivered comprehensive outpatient and theatre staff plans for the hospital's April 2022 opening.

Croydon CCG — Planned Care Commissioner

Feb 2018 - April 2022

- I reported to the planned care transformation board and was responsible for developing Quality Improvement Prevention Productivity Plans (QIPPs) for Cardiology and Neurology planned care services.
- Using a population health management approach and Right Care benchmarking data, I identified >£1.4 million in annual QIPP savings.
- In 2019/20, I led the Ophthalmology Transformation Programme, which aligned clinical pathways to NICE best practices. The programme mobilised the UK's first Tele-ophthalmology service, saving commissioners £600K in recurring costs.

Bristol Royal Infirmary, Bristol Children's Hospital and Great Ormond Street, NHS — Echocardiographer

2008 - Feb 2018

- BSE certified in both pediatric and adult echocardiography, autonomous reporting complex congenital heart defects.
- Presented weekly cases for surgical MDT.
- Certified trainer for the BSE training programme
- Collected, cleaned and labeled DICOM library for Bristol University Hospital trust BSE programme.

LANGUAGES

Native English speaker,
conversational Italian.

Python, SQL, DAX and JAVA

PRO QUALIFICATIONS

Lean Six Sigma - black belt

Agila Prince II

GCP Learning Path

Microsoft Pro Analyst Cert