

Sarah Buckley, Associate Product Manager

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SUMMARY

Resourceful and impact-driven product manager leveraging a healthcare background to build inclusive, scalable digital products. Proven ability to uncover user pain points, simplify complex systems, and deliver end-to-end solutions in ambiguous, fast-paced environments. Curious and bold in asking the right questions, skilled at making decisions with imperfect information, and quick to adapt when feedback shows a better path forward. A constant learner with a growth mindset, I thrive on change, build with empathy, and take ownership from discovery to delivery.

WORK EXPERIENCE

03/2025 – 04/2025

PM Student at CareerFoundry, HealthSync Independent Project

Remote

- Drove end-to-end development of a real-time patient data sharing feature for hospital systems, cutting delays and improving care coordination.
- Identified and prioritized pain points through clinician workflow analysis and user feedback, translating insights into clear product requirements.
- Defined and tracked key product metrics (latency, reliability, satisfaction) to guide improvements and validate business and user impact.
- Delivered a prototype and launch plan projected to reduce workflow inefficiencies and increase satisfaction scores.
- Navigated ambiguity and scoped solutions without detailed direction.

11/2024 – 03/2025

PM Student at CareerFoundry, Aperture Project

Remote

- Built a personalized discovery dashboard projected to boost user retention by 22% and increased engagement through behavior-based recommendations.
- Defined personas, mapped customer journeys, and prioritized roadmap features using interviews, data analysis, and product frameworks.
- Rapidly authored PRDs and applied tools such as MoSCoW prioritization and A/B testing (Amplitude/GA) to validate MVP scope and optimize adoption.
- Partnered with design and engineering to deliver data-informed enhancements and ensure a seamless user experience.

09/2020 – Present

Occupational Therapy Assistant, Swedish Hospital

Seattle, WA

- Identified inefficiencies in electronic medical record workflows and partnered with IT to deliver interface enhancements that cut manual data entry by 25%.
- Designed and centralized digital knowledge resources, reducing information retrieval time by 50% and improving clinician decision-making.
- Translated frontline clinician needs into workflow requirements, reducing prep time by 30% and enabling teams to improve healthcare data tools.
- Created onboarding and training resources that increased adoption of new digital workflows and improved consistency across teams.

01/2016 – 09/2020

Occupational Therapy Assistant, Whittier Rehab Hospital

Westborough, MA

- Co-led the design and rollout of a digital telehealth program, achieving 95% session adherence within two months.
- Created patient-facing resources and onboarding guides that improved adoption, reduced ramp-up time, and increased confidence with virtual care tools.
- Advocated for accessible, user-centered workflows by aligning digital processes with patient and clinician needs, directly improving health outcomes.

06/2001 – 01/2016	Lead Pharmacy Technician, County Square Pharmacy Attleboro, MA - Managed 200+ high-volume healthcare data transactions daily with 99% accuracy, ensuring compliance, reliability, and patient safety. - Streamlined prescription intake and fulfillment workflows, cutting delays by 35% and improving coordination between providers, patients, and insurers. - Standardized processes and onboarding, reducing training time by two weeks and boosting staff adoption, autonomy, and retention.
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EDUCATION

11/2024 – 03/2025	CareerFoundry Certificate, Product Management Online
09/2011 – 12/2012	Community College of Rhode Island Associate of Science, Occupational Therapy Newport, RI
01/2002 – 05/2007	Rhode Island College Bachelors of Arts, Liberal Studies Providence, RI

SKILLS

Product Discovery & Research	Collaboration & Communication
Data-Informed Decision Making	Adaptability in Ambiguity
Systems Thinking	Growth Mindset
User Empathy	Process Optimization
Prioritization Frameworks	AI & Emerging Tech Tools
End-to-End Execution	Leadership Without Authority

CONTINUED LEARNING

Currently Enrolled	Advance PM: Vision, Strategy & Metrics	Udemy
March 2025-present	Member	New Tech Seattle
June 2025	Becoming an AI First Product Leader	LinkedIn Certificate
June 2025	Google Analytics for Beginners	Google Career Certificates through Coursera