

LAZAR A. LALONE

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New York, NY

EXPERIENCE

AMBIENCE HEALTHCARE

Principal, Product & Strategy, Ambulatory RCM

San Francisco, CA

08/24 - 03/26

AI Product Strategy | Platform Engineering

- Led full-stack ambient AI deployments through ideation, market analysis, delivery, enablement, and v1 → v2 iteration; drove highest adoption in company history at \$4B payer-provider (NPS +86)
- Led "Velocity Pod" platform workstream: stage-gated release process (pre-alpha → GA) with eval gates, sub-48-hour clinician feedback loops, and adoption instrumentation targeting 50% GA adoption within 12 weeks
- Built company-wide ROI workstream converting ad hoc outcomes into a repeatable KPI engine; used as value proof in both pre- and post-sales and cut turnaround from 21 → 4 days (E&M and HCC)

INDEPENDENT VENTURE

Founder & Builder, Multi-Brand AI-Native Content System

New York, NY

2026 - present

Agentic Systems | 0 → 1 Product

- Built a multi-brand AI content system 0 → 1; 10+ production agents run research, planning, copywriting, visual QA, scheduling, and publishing for 3 concurrent brands, front end and back end fully automated
- Published consumer iOS app to the App Store; engagement analytics drive a self-improving eval loop that continuously tunes generation quality, scheduling, and model selection; stack: Claude Code, Anthropic SDK, Python, Vercel, GitHub, Cursor, and Airtable

AMAZON

Senior Product Manager

Seattle, WA

07/22 - 08/24

Roadmap Design | Product Marketing

- Led organization-wide strategy for Prime Day 2023; 6.6M in unit sales, 133% attainment to forecast; captained cross-functional team including operations, finance, design, legal, and R&D stakeholders
- Accelerated growth of emerging Mexico business through marketing health review and corrective measures; increased YoY sales by 7% and drove an additional 11% of total first-time shopper transactions

Business Development | GTM Strategy

- Spearheaded expansion of customer "ways to pay" including credit card offers, and buy now, pay later; grew premium product sales by 23% in US, 101% in Mexico YoY (251K units)
- Built net-new outbound lifecycle campaigns and content calendar (email, push, and SMS), driving a 21% increase in open rates, 15% boost in click-through rates within first 90 days

EPIC SYSTEMS

Senior Consultant: Front Office & Revenue Cycle (11/19 - 01/22)

Account Executive & Implementation Director (07/17 - 11/19)

Team Lead (08/18 - 03/19)

Product Manager (02/16 - 12/18)

Madison, WI

02/16 - 01/22

Global Leadership | Project Management

- Led cross-functional team of 68 staff; collaborated with executive leadership, operations, IT, and third-party vendors to deliver high-impact solutions for hospital system with \$3.6B in annual revenue
- Led Epic front office workstreams for multi-hospital go-lives; drove data migration of ~100K future appointments across 10 legacy systems in Cadence-Prelude-ADT; completed 25% faster than benchmark without revenue leakage

Innovation | Problem-Solving

- Conceived, designed, and pitched new version of software suite as part of 10-person team; Epic's "Sonnet" product was announced at Health Information and Management Systems Society's (HIMSS') annual conference in 2017
- Collaborated with R&D and designers to ship predictive ML model in Microsoft Azure; model leverages 100 data points, gives users 90 minutes incremental lead time

EDUCATION

CARNEGIE MELLON UNIVERSITY

Master of Business Administration - MBA

Pittsburgh, PA

CARNEGIE MELLON UNIVERSITY

Bachelor of Science in Biological Science and Psychology

3.9/4.0

Pittsburgh, PA

ADDITIONAL INFORMATION

- Skills: Machine Learning/AI (Claude Code, Anthropic SDK, agentic frameworks), AWS, SQL, Python, R, Salesforce, Tableau, Epic certifications: Grand Central/ADT, Cadence (Scheduling), Prelude (Registration), Welcome (Check-in), Cogito (Reporting)
- Interests: Alpine skiing, Pilates, film noir, sending hand-written notes for all occasions