

Joana Alba Melo

PROFESSIONAL EXPERIENCE

PRODUCT & USER EXPERIENCE ANALYST

OPENPediatrics: Boston, MA

July 2012 – February 2014

- Responsible for managing the program's platform development and use. Publishes content into live stage and monitors social networking capabilities.
- Oversees vendor relationships. Collaborates with the technology vendors to ensure successful integration and development of the program's application and enhancements.
- Gathers and analyzes all user feedback. Liaise between vendors and users to ensure the integration of feedback within the product.
- Analyzes all data that comes out of the application to improve and guide the program's development and usability.
- Responds to, and supports, all technical needs related to the product and user needs.
- Assists in research and data publication for journal articles related to the program.

INTERACTIVE CONTENT PRODUCER

OPENPediatrics: Boston, MA

May 2011 – June 2012

- Managed a staff of five responsible for content production. (This included videos, documents, and interactive simulators).
- Responsible for all content created and added to the program.
- Researched new software and technologies to improve the quality and efficiency of the program and its content.
- Assisted the program director with creating PowerPoint and Keynote presentations for potential funders.

PROGRAM COORDINATOR

Children's Hospital Boston - Division of Critical Care Medicine: Boston, MA

June 2009 – April 2011

- Sole coordinator for the Critical Care, Anesthesia Perioperative Extension and Home Ventilation Program (CAPE), a service for children with chronic respiratory insufficiency, technology dependence and related medical complexities.
- Developed a database for tracking patients' demographics, clinical status and other necessary information. Developed a billing and referral system.
- Managed patients' appointments, referrals and billing. Followed up with patients and relatives about current conditions of patients.
- Processed and requested necessary documents for patients' medical supplies and home equipment.
- Reported on program's progress through a biannual report.

ADMINISTRATIVE ASSOCIATE

Children's Hospital Boston - Division of Critical Care Medicine: Boston, MA

June 2007 - May 2009

- Coordinated the call schedule for the division's faculty.
- Coordinated the division's Clinical and Research Protocol meeting, taking minutes and updating a database of research protocols.
- Coordinated conference schedules amongst faculty and invited lecturers and processed Continuing Medical Education (CME) credits.
- Coordinated international videoconferences between the division and other hospitals.
- Processed billing charges for MSICU patients.
- Conducted day to day office administration including answering incoming office calls, ordering office supplies, maintaining three conference rooms and assisting faculty with projects and requests.

OPERATIONS ASSISTANT

National Initiative for Children's Health Care Quality (NICHQ): Cambridge, MA

September 2006 - December 2006

- Developed orientation materials for new staff.
- Organized bi-monthly staff meetings.
- Created directors meeting agenda.
- Updated upcoming funding opportunities.
- Researched for future funding opportunities.
- Coordinated 100K Lives Pediatric Affinity Group campaign.

EDUCATION

STARTUP INSTITUTE - PRODUCT AND DESIGN

Boston, MA - Product & Design, Spring 2014

WHEATON COLLEGE

Norton, MA — Bachelor's of Arts in Psychology, May 2007

SKILLS

Foreign Languages: Portuguese (bilingual); Spanish (reading comprehension)

Computer Skills: Photoshop, Fireworks, Microsoft's Excel, Word, PowerPoint, Access and Outlook. Apple's Pages, Numbers, Keynote and Final Cut Pro. IBM SPSS Statistics. Learning & Content management systems