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MedscapeLIVE! Hiring Team
WebMD
Atlanta, Georgia

Dear MedscapeLIVE! Hiring Team,

After speaking with Caitlin, Amy, and Pavan, I came away with a much clearer understanding of what makes this Program Manager role different from a generic project management position. I also updated my resume to more clearly surface the parts of my background that are most relevant to this role, particularly live program execution, stakeholder education, regulated workflow coordination, and cross-functional delivery. The work depends on getting many moving pieces to converge at a fixed moment. Timelines have to be visible, teams have to understand ownership, clients and partners need concise communication, and when a risk appears close to an event, the response has to be calm, fast, and useful. That combination of structure, accountability, and live execution is exactly what makes the role compelling to me.

My experience at Esync Technologies has required that same kind of coordination. I have managed healthcare technology, medical education, research, and live-event programs with university teams, early-stage research organizations, technical stakeholders, and healthcare partners. Our programs have included live audiences of up to roughly 300 attendees, with registration workflows, participant communications, meeting materials, venue access, recurring milestones, and real-time execution. I have also supported research programs where IRB- and HIPAA-related requirements had to be understood before work could move forward. When AWS went down during an active program cycle, the most important part of the response was recognizing downstream risk early, communicating clearly, resetting expectations, and preventing one problem from becoming several.

At Intact Insurance Specialty Solutions, the subject matter was workers' compensation and liability, but the operating model was fundamentally programmatic. I coordinated multiple concurrent workstreams from initiation through completion, maintained status and deadline visibility in an enterprise workflow system, aligned employers, insureds, internal specialists, external partners, and vendors around responsibilities and next steps, coordinated required materials and documentation, and escalated blockers before they disrupted delivery. A meaningful part of the work was education: translating technical insurance requirements, timelines, documentation standards, and procedural responsibilities into clear guidance for people outside the insurance system. That experience strengthened the same capabilities MedscapeLIVE! is hiring for: disciplined project visibility, concise stakeholder communication, educational content coordination, early risk escalation, resourceful problem-solving, and ownership of work through completion.

One part of my interviews stayed with me in particular: the team described Workfront as a kind of love language. I was candid that I did not build my previous programs inside Adobe Workfront. What I understood immediately was the principle behind it. If the work is complete but nobody else can see the status, ownership, dependency, or next step, the program is not operationally complete. I would approach Workfront as a daily discipline to learn and master, not as an administrative afterthought. The same is true of the team principles that came up repeatedly in our conversations: own outcomes, communicate before a surprise becomes a problem, be kind, and make it easier for other people to do their jobs.

My part-time work at Greater Atlanta Christian School and my graduate work in Technical Leadership Administration also strengthened the education and coordination side of my background. At GAC, I helped organize digital curriculum and learning materials during the transition to online instruction. At Austin Peay State University, I developed a stronger framework for leadership, accountability, communication, and organizational execution. Vanderbilt football reinforced those lessons in a different environment, where preparation, role clarity, travel, rapid feedback, and composure had to translate into performance on a fixed schedule.

I am Atlanta-based, comfortable with the travel cadence discussed during the interview process, and genuinely interested in the combination of medical education, live events, client communication, problem-solving, and team culture that MedscapeLIVE! offers. I would be excited to bring ownership, curiosity, organization, and calm execution to the team while learning the Medscape process deeply enough that the mechanics become second nature.

Sincerely,
Darion DeBrossard