

DARION DEBROSSARD

PROGRAM MANAGER | MEDICAL EDUCATION | LIVE & VIRTUAL PROGRAMS

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PROFESSIONAL SUMMARY

Program management professional with 5+ years of experience coordinating healthcare technology, medical education, clinical research, digital learning, live and virtual programs, and regulated insurance initiatives across healthcare, education, and insurance environments. Experienced managing multi-party work from initiation through completion, including timelines, status communications, meeting cadences, documentation, risk escalation, compliance-sensitive workflows, external-facing coordination, and stakeholder education. Known for clear communication, disciplined follow-through, rapid learning, and calm execution when deadlines and priorities shift.

CORE COMPETENCIES

Program & Project Management | Live, Virtual & Hybrid Programs | Medical Education | External Client & Stakeholder Management | Cross-Functional Coordination | Timeline, Scope & Budget Control | Program Tracking & Status Reporting | Risk & Issue Management | Kickoff, Planning & Status Meetings | Compliance Coordination | Meeting Materials & Logistics | Critical Thinking & Problem Solving

RELEVANT PROGRAM MANAGEMENT EXPERIENCE

Esync Technologies, Atlanta, GA

2020 - Present

Program Manager

- Manage end-to-end healthcare technology, medical education, research, and event-driven programs, translating program objectives into workstreams, milestones, dependencies, meeting cadences, stakeholder communications, and delivery requirements.
- Coordinate engineering, research, clinical, content, business, university, and external partner stakeholders across multiple locations and time zones; lead kickoffs, weekly stand-ups, planning sessions, retrospectives, status meetings, and issue-resolution discussions.
- Plan and support live and virtual programs for audiences of up to approximately 300 attendees, including registration workflows, participant communications, agendas and meeting materials, venue-access instructions, and day-of execution support.
- Partnered with Emory Healthcare and Winship Cancer Institute on an AI-enabled oncology nursing education program, coordinating personalized learning paths, content, logistics, and HCP-facing learning experiences.
- Maintain roadmaps, requirements, use cases, user-acceptance plans, implementation documentation, and program tracking reports so stakeholders have clear visibility into status, risks, ownership, dependencies, and next steps.
- Support research programs involving IRB- and HIPAA-related requirements, coordinating documentation and stakeholder review so university and early-stage research workstreams can progress within applicable institutional constraints.
- Communicate potential delays and issues early. During a major AWS service disruption, identified downstream schedule impact, aligned stakeholders on contingency steps, and reset milestone expectations before delays compounded.
- Use engagement data and stakeholder feedback to guide iterative improvements across adaptive learning programs, contributing to a reported 75% improvement in engagement.

SELECTED PROGRAM HIGHLIGHTS

ZScore Health Clinical Research Platform: Coordinated research workflows, presentations, stakeholder communications, and collaboration for a platform processing 5,000+ submissions with real-time feedback agents, including Georgia Tech and Dartmouth participants and early-stage research teams.

Live Clinical Research & Fellowship Programs: Coordinated recurring 10-week cycles with weekly stand-ups, retrospectives, milestone tracking, university research teams, registration workflows, and live-event delivery.

MetaU.AI Adaptive Learning Platform: Supported scaling to 280+ adaptive programs with personalized pathways and real-time assistance, using iterative program design and stakeholder feedback to improve engagement by a reported 75%.

RELEVANT PROGRAM MANAGEMENT EXPERIENCE, CONTINUED

Intact Insurance Specialty Solutions, Atlanta, GA

May 2023 - Oct. 2025

Claims Representative | Program Coordination, Workers' Compensation & Liability

- Coordinated a portfolio of short- and long-duration workers' compensation and liability program workstreams involving employers, insureds, internal specialists, external partners, and vendors, maintaining timelines, dependencies, required materials, milestones, handoffs, and next actions from initiation through completion.
- Used an enterprise browser-based workflow platform as the central source of truth for status, ownership, due dates, documentation, correspondence, dependencies, and next actions, helping keep concurrent workstreams visible, process-compliant, and on schedule.
- Managed workstream initiation and ongoing status communication by confirming objectives, identifying required stakeholders and materials, establishing next steps, documenting decisions, and maintaining clear updates as priorities or requirements changed.
- Delivered workers' compensation and liability process education to employers, insureds, and external stakeholders, translating technical insurance requirements, documentation standards, timelines, responsibilities, and procedural next steps into clear guidance for non-specialist audiences.
- Coordinated educational and reference materials, forms, correspondence, supporting documentation, and stakeholder inputs so the right parties had the information required to complete assigned actions and move each workstream forward.
- Identified schedule risk, missing deliverables, unresolved liability questions, and process blockers early; escalated issues to senior specialists, legal, risk, or technical resources and coordinated follow-up until the workstream was back on track.
- Served as a primary external-facing coordinator across multiple deadline-driven workstreams, negotiating expectations, resolving communication gaps, adapting to shifting priorities, and keeping internal and external parties aligned around responsibilities, deadlines, and completion criteria.

ADDITIONAL EXPERIENCE

American Institute of Insurance Research, Nashville, TN

2019 - 2020

Program Management, Professional Education

- Managed digital learning and professional education programs serving 50+ licensed healthcare, legal, and insurance professionals, including live virtual sessions, certification events, schedules, participant communications, and program deliverables.
- Coordinated content, technology, and business stakeholders across timelines, requirements, issue resolution, and status communications; built analytics views to track learner progress and engagement.
- Led iterative design of member and professional education programs that achieved 92% satisfaction across certification offerings.

Greater Atlanta Christian School, Norcross, GA

2020

Faculty Fellow, Digital Curriculum & Learning Programs | Part-Time

- Supported development of digital curriculum and technology-enabled learning experiences during the transition to online instruction.
- Worked with faculty and education stakeholders to organize instructional content, presentation materials, and digital resources, translating learning objectives into structured online delivery.

LEADERSHIP & PERFORMANCE

Vanderbilt University Football, NCAA Division I Student-Athlete: Developed disciplined preparation, team accountability, rapid feedback, travel readiness, and composure while executing under fixed, highly visible performance deadlines.

TOOLS & METHODS

Jira | Confluence | Salesforce | Microsoft Excel | PowerPoint | Word | Outlook | Microsoft Teams | Zoom | Google Meet | Program Tracking Reports | Requirements Documentation | Status Reporting | Risk & Issue Tracking | User Acceptance Testing | Roadmaps | Shared Document Workflows | AI-Assisted Workflow Design

EDUCATION

M.S., Technical Leadership Administration, Austin Peay State University, 2020 | **B.A., Sociology**, Vanderbilt University, 2019