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PERSONAL PROFILE

I am a Product Manager with 6+ years of experience, passionate about creating products that solve real world problems and make this world a better place. I am curious by nature, a dedicated problem solver with an analytical mindset. I'm committed to self-improvement therefore, I embrace any challenges that come with it. Making mistakes and constantly validating my learnings are both part of growth. I am willing to step outside of my comfort zone and face new challenges. I am considered a team player and I constantly foster a collaborative environment.

EMPLOYMENT

Google Health

Sep 2019 - present

Product Manager

- Established a cross functional team with the mandate to provide a unified experience for systems management, deployment and data quality to our customers resulting in a new product launch.
- Pivoted the above product from being external to being aimed to internal users only, our Deployment team, when our deployment strategy changed.
- The new product and processes reduced the release process from 6-8 weeks to days and eliminated the Engineering time spent on releases from approx. 2 weeks for 1 Engineer.
- Drove a team of Data Scientists, Engineers and UX to grow a data quality pipeline from being internal to being external, self-service and extensible.
- Collaborated with UX to capture the current workflow for identifying, triaging, investigating and mitigating data quality issues and oriented our external solution around the above steps matching an incident management workflow.
- Pivoted the team to create a cloud native pipeline and a data quality metrics library adapting to a new strategic direction. This transformed our pipeline into being self-service, modular and made it usable to other parts of a customer onboarding process. This resulted in the [dbt-fhir-analytics](#) open source package.
- Worked with UX Lead to promote continuous discovery practices and shifted the team into defining and prioritising opportunities (HMWs).
- Drove a cross organisation exploration with Cloud to investigate graduation of research products into Cloud. Influenced Cloud's product team to rethink their strategy and shifted them from an Infrastructure as Code to a Managed Service approach.
- Scoped a new pillar for population health and analytics with other cross functional leaders.
- Defined a thin slice across all the stack to deliver a prototype expanding on our open source blueprint above to enable Care and Population Health Managers, Executives and Data Analysts to perform analytics over FHIR data.
- Collaborated with Service Design and UXR to formulate assumptions about our value proposition, and users.
- Led a small cross functional team to define and launch a COVID dashboard as a rapid response to our partner hospitals being overwhelmed during the first COVID wave. The dashboard enabled hospitals to identify the sickest patients in their facilities and ensure appropriate redirection to respective bays.
- Worked crossfunctionally to enter Streams (see more details below) into maintenance mode in response to changes in strategic direction ensuring maintenance needs were documented and adequate knowledge was available to the maintenance team.
- Successfully executed the maintenance period and decommissioned the application from clinical use ensuring the application remained safe and helped clinicians to the last minute in compliance with QMS and safety procedures.

DeepMind Health

May 2018 - Sep 2019

Product Manager

- Worked in various stages throughout the lifecycle of the Streams mobile application. Streams was a class 1 medical device, used across 2 NHS trusts, 6 hospitals, with a reach of 13k clinicians and 4M patients.

Streams helped [save lives](#) and had [other clinical and cost benefits](#).

- Grew Streams 5x in one year, outperforming existing systems in usability and anxiety reduction for frontline clinicians.
- Led a cross functional team including Legal and Information Governance to define and launch new infrastructure and a web application for a detailed user activity audit trail to enable compliance with regulations.
- Led a cross functional team to reduce maintenance costs resulted in >40% reduction to the number of incidents attributed to the application.
- Led a cross functional team including Clinical Quality, Safety, Information Governance and C-level stakeholders from the hospital to reduce key data quality gaps such as undischarged or duplicate patients on partners data to enable scaling of Streams beyond a hand-full of pilot users.
- Worked with multiple engineering teams across geographies including US east and west coast, Canada and London to create a common understanding of user needs and proposed solutions.
- Created, prioritised and maintained team backlogs optimising the development process to enable UX, PgM and Engineering to work effectively and in an increased velocity.
- Worked with Quality, Regulatory, Safety and Legal teams and played an instrumental part in the definition and implementation of a Quality Management System (QMS) to enable the application to be registered as a medical device.
- Worked with UX, UXR and Safety to perform formative and summative testing with participants outside of our user base. Prioritised and launched solutions to address issues without compromising the safety of the application or the timelines of our delivery.

Patient Platform

Jul 2017 - May 2018

Product Manager

- Led the team looking after [patient.info](#) a portal with authoritative content written by GPs aimed at patients.
- Increased engagement by approx 30% and read time by approx 60%.
- Achieved more than 1M pageviews for 5 consecutive days which has never been achieved before for almost 2 years.
- Delivered a full re-launch of the clinical content web portal which includes new user interface and new information architecture for the content.
- Collaborated with Content & Design Leads, Data Analysts, SEO executives and senior leadership to identify and test alternative solutions (A/B testing) to increase engagement and time spent on site reading articles.
- Collaborated with our internal group of authors (General Practitioners) to identify opportunities in making related information more prominent for the reader and improving the author, peer reviewer and proof reader experiences.
- Managed the team's backlog to address user feedback and achieved a balance between defect resolution, infrastructure and SEO related improvements.
- Collaborated cross functionally across different geographies globally.
- Planned and executed the creation of a Support Center for Patient Access users ([support site](#)) to address FAQs and top feedback from users.

City University London

Apr 2016 - Oct 2018

Visiting Researcher

Apr 2016 - Oct 2018

- Published academic papers related to Observations of Daily Living (ODLs) and other new data types for Personal Health Records (PHRs) and their integration to Electronic Health Records (EHRs).

Visiting Lecturer

Sep 2017 - Jan 2018

- Delivered 5 lectures on the Clinical Records module for the MSc in Health Informatics course. Covered topics such as XML and Open Standards in Healthcare, FHIR and JSON, Project Management and Clinical Systems.

System C

Nov 2015 - Jul 2017

Product Owner

- Led a team that looked after different modules such as Clinical Noting, Proformas, Observation and Fluid

Balance Charting etc.

- Managed the team's backlog to meet user needs achieving a balance between product enhancements, defect resolution, infrastructure improvements and internal dependencies for other teams
- Worked on an Agile environment applying Scaled Agile Framework (SAFe) and adopting principles of Lean, Kanban and Extreme Development methodologies
- Owed the transition of Clinical Noting to mobile devices.

Cambio Healthcare Systems

Jun 2013 - Nov 2015

Product Specialist

- Worked across a range of different modules such as Emergency Care, Theatre Management, Clinical Coding, Recourse Planning, Activity Handler, Care Documentation, PAS, Ward Boards, solutions for touch devices (e.g. Nurse and Clinician Tablets) etc.
- Worked across the software development cycle, producing functional specifications and solutions design to meet customer needs and business requirements, performing functional testing for new solutions and assisting with configuration and deployment on-site
- Worked in a customer facing environment providing on-site application support, training and release handovers, participating in workshops for requirement analysis as well as configuration improvements.
- Managed the product standardisation for the UK market (i.e. compliance with ISNs, CUI etc.)
- Investigated new technologies to integrate with the current product (i.e. Knowledge Management solutions, Store and Forward solutions for community care etc.)
- Involved with the Medical Informatics Team introducing guideline-based decision support

Working in association with a PhD student

Jun 2008 - Jun 2012

Web developer

- Creating a web based application called DRAMM (Disaster Recovery Analysis and Management Method). The application was created to gather all the items / features of IS and to connect them with the operating procedures of an organisation. The application will run in an emergency situation and would help to quickly restore the functions of the above organisation after a disaster. The application is a web-based application.

Served in Greek Army as an Assistant in IT office

Nov 2011 - Jun 2012

Web Developer and Network administrator

- Created web-based application for Personnel Administration, technical network support and lead of Digitization Campaign

OTHER QUALIFICATIONS

- [Software Product Management Specialization](#) - University of Alberta (Coursera)
- [Agile Development Specialization](#) - University of Virginia (Coursera)
- [Digital Product Management: Modern Fundamentals](#) - University of Virginia (Coursera)
- SAFe® 4.0 Product Manager/Product Owner - Scaled Agile, Inc. - Jan 2017
- [AI For Everyone](#) - deeplearning.ai (Coursera)
- [Machine Learning](#) - Stanford University (Coursera)
- [AI Product Manager Nanodegree](#) - Udacity
- Other Google internal courses for Machine Learning

TECHNICAL SKILLS

- Database knowledge – MySQL, MS SQL, SQLite, XML Databases, NoSQL etc.
- Data Analysis – Matlab, Python, Octave
- Integration - HL7 v2, HL7 CDA, FHIR
- Ontologies and Knowledge representation – Protégé, OWL
- Intermediate programming background – C#, C++
- Web Technologies - PHP, HTML5, CSS3, XML, xForms, JSON and various Web 2.0 technologies
- Machine learning and Artificial Intelligence background – Expert Systems, ANN, Fuzzy Logic etc.
- Wireframing – Figma, Balsamiq, Axure, Visio, Zeplin

