

Marisol Consuegra Prado

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SUMMARY

Product Ops and Special Projects professional with 6+ years of experience supporting C-suite leaders, turning high impact, high visibility initiatives into structured plans and programs that actually ship, and coordinating cross-functional teams. Led regulatory reporting and workflow implementation across 19 hospital systems at Oracle Health, co-launched a digital health re-engagement program at Verily Life Sciences, and co-led the development of a web portal at MIT that served 700+ users within 30 days of launch.

WORK EXPERIENCE

SELF-EMPLOYED, Remote, May 2024-Present

ChessBFF.com

Product Strategy & Ops

- Designed and shipped a full-stack chess web app (React, TypeScript, Supabase, Stockfish, Stripe) with security architecture (row-level security, server-side move validation) and a real-time multiplayer system with Supabase Realtime, including invites, live board sync, turn enforcement, and in-game accept/decline flows.
- Created a Live Product Dashboard that pulled from the GitHub README of the app, that maintained the true state of the app as it evolved.
- Implemented authentication, user profiles, friends, notifications, and an XP/level/streak progression system with achievements.
- Integrated Stripe subscriptions with checkout, promo codes, webhooks, cancellation, and a self-service subscription status widget.
- Leveraged AI tools to accelerate product development, including debugging application issues, generating and refining SQL queries, and troubleshooting frontend functionality.

Marketing Ops

- Over 150k views in 4 days, 149.3% Average View Duration
- Created content strategy, managed digital assets on Airtable, built AI agent to automate the creation of a hook library.
- Built AI agents, optimized Airtable Field Agents and maintained Airtable systems used for content management, product development, social media planning, trend tracking, and operational workflows.
- Conducted ongoing competitor analysis, and market monitoring to inform product decisions and content strategy.

Freelancer for Multiple Clients

Marketing Ops - over 1.7 million views across Instagram, TikTok & YouTube in less than 3 weeks

- Coordinated content projects for multiple brand clients simultaneously, managed timelines, deliverables, and communication from initial brief through final submission.
- Maintained digital asset libraries, including video footage, voiceovers, images, contracts, content briefs, and brand guidelines.

ORACLE, Remote, December 2022-May 2024

Associate Consultant

- Worked with 19 hospital and small clinic clients simultaneously through all phases of Oracle Health software implementation including data collection, workflow design, testing and troubleshooting, go-live and post go-live analysis.
- Acted as liaison between hospital staff from varying functions like **CTO**, **HIM Directors**, **Nurse Informaticists** to achieve project objectives and submit hospital performance reports to regulatory bodies for reimbursement.
- Corresponded daily with clients to meet workflow requirements and make recommendations to clients. Scheduled and led onboarding and training meetings via slide presentations and live product demos.
- Stayed up to date and communicated to clients any changes to CMS' new rules for Information Sharing, Quality Payment Program and the Electronic Clinical Quality Measures (eCQMs) for hospital quality improvement and tracking.

VERILY LIFE SCIENCES, Remote, December 2020-April 2022

Engagement Coordinator

- Joined as the first engagement coordinator to assess app user attrition and assist in strategies for re-engagement.
- Helped launch the Low Program in collaboration with the **Director of Digital Health**, Content Designers, and Data Analyst teams.
- Met regularly with the Low Program Initiative team to deliver measurements and qualitative evaluations of the initiative that directly impacted protocol creation, mobile app design changes and data dashboard changes.
- Created the first set of standard operating procedure (SOP) documents for the Engagement team and later translated them to Spanish for the Spanish-speaking health coaches.
- Had direct patient contact to carry motivational interviewing via text messaging to understand patients' reasons for lack of use of the platform to design re-engagement strategies.

MASSACHUSETTS INSTITUTE OF TECHNOLOGY, Cambridge, MA, January-October 2020

Administrative Assistant & Special Projects

Special Projects

- Co-led the development of the InnovationONE web portal with the **Program Director and Director of Communications**. The final product served, in less than 30 days, more than 730 online users (students, ventures, faculty, staff).
- Customized the experience based on user studies, live demos and group feedback sessions.
- Worked closely with an UX designer in creating data schemas, design decisions, and adding UI components.
- Sourced and compiled different contractor companies and helped decide which company to hire.

Operations & Reporting Responsibilities

- Maintained RAID log to streamline project management communication between departments including Facilities, Construction, Keysmith, Sustainability, Admissions and others in anticipation of the opening of a new campus building called the iHQ (Innovation Headquarters) and led meetings with the internal stakeholders.
- Built digital infrastructure for data collection and analysis to establish reporting processes to track the performance of the building.
- Designed and prototyped internal website for the building tenants.

NEW ENGLAND PENSION CONSULTANTS, Boston, MA, November 2018-August 2019

Administrative Assistant & Special Projects

Special Projects

- Contacted Security Vendors to receive quotes, send proposal requests, and schedule meetings with our IT staff. Directly reported to the **Chief Technology Officer**.
- Ran a telephone audit by contacting administrative assistants at external offices (CA, IL, GA, OR, MI, NV) to collect phone ID numbers and deliver the data to the System Administrator and IT Manager.
- Assisted with a client survey about annual market and trends in investment management. Recommended and implemented changes to the survey wording, logic flow and email distribution language (used Qualtrics and Microsoft CRM). Directly reported to a **Team Leader and Partner**.
- Assisted with the transition from Sharepoint to Confluence by gathering feedback from key members of the impacted teams to ensure familiarity and usage with the new platform. Directly reported to the **Chief Technology Officer** and IT Training Specialist.

Operations & Reporting Responsibilities

- Ran queries on Microsoft CRM to deliver monthly reports on the team's research reporting responsibilities.
- Booked travel, managed calendars and prepared expense reports for the Defined Contribution and Defined Benefits team.

BOSTON MEDICAL CENTER, Boston, MA, May-October 2018

Research Assistant

- Broke previous record and increased patient enrollment by 60% within my first two months of hire.
- Led in-person and online group sessions with patients and delivered a curriculum consisting of an 8-week diabetes self-management education.
- Recorded research protocols, by writing Standard Operating Procedures (SOPs) and later used them to train five volunteer research assistants.
- Planned and met IRB-based deadlines to translate the curriculum, data collection forms and case forms from English to Spanish to be able to run the study in Spanish.
- Managed patient (800+) databases using EPIC, REDCap, Access and Excel.

EDUCATION

HARVARD UNIVERSITY - EXTENSION SCHOOL, Cambridge, MA

Digital Media Design Course. Fall 2019, Grade: A.

- Course Project: created a digital health web product for Spanish-speaking patients with Type 2 diabetes. Used FramerX, Figma and Notion to catalog the user journey and media files (both audio and video).

TUFTS UNIVERSITY, Medford, MA

Bachelor of Science, Major in Psychology. May 2018. GPA: 3.53/4.0 BLAST Scholar, Cum Laude.

- Coursework: quantitative and qualitative research methods, statistical analysis, entrepreneurial leadership, innovative social enterprises, entrepreneurship and business planning, and nonverbal communication.

SKILLS

- **Technical:** Lucidchart, MS Suite, Miro, Airtable, Qualtrics, Figma, Google Sheets, Excel, PowerBI, Tableau, Sharepoint, Confluence, REDCap, Oracle EHR, Epic EHR, Notion, Meta Business Suite.