

SOPHIA GOLDEN

Phone: 203-687-7143 • Email: sophia.golden@gmail.com • Website: sophiabgolden.com (pw: golden)

I'm a seasoned Product Manager with a track record of success at startups, large companies, and government agencies. I thrive working on complex projects, often serving as the bridge between technical and non-technical teams. I seek opportunities to make a difference at mission-driven organizations that focus on addressing important social and economic barriers to health and wellbeing.

Professional Experience

Castlight Health

March 2022 - Present

Senior Clinical Product and Program Manager

- Lead product manager for Vaccines.gov.
Shipped MVP within 90 days of contract execution. Enabled 140K healthcare providers to report COVID-19 inventory daily. President Biden highlighted this work in his State of the Union Address (2021). 184 Million Americans used the product in its first year. Managed product requirements, engineering capabilities, data science/analytics needs, and "must ship" deadlines. Negotiated impossible-seeming trade-offs with input from stakeholders from the CDC, HHS, and the White House COVID-19 Response Task Force to meet the dynamic needs of the pandemic response.
- Owned productization of Castlight's innovative approach to addressing Social Determinants of Health.
After a successful pilot which resulted in a 10x increase in registration in a low-income population and a 63% increase in their appropriate use of preventive services, I defined the requirements for the Castlight SDoH technology and services offering.

Clinical Product and Program Manager

February 2020 - March 2022

- Lead product manager for the National COVID-19 Test Registry.
In March of 2020, 15 days after the first stay-at-home orders were in effect, we launched the nation's first comprehensive registry for COVID-19 testing sites. I oversaw data management and maintained a 95% data accuracy and powered the map search experience for Google, Apple, Amazon Alexa, among numerous others technology partners. I managed the relationships with over 10 state and local health departments who provided the test registry data on their COVID-19 response websites.
- Clinical-Product Operations Manager.
Oversaw full audit and refresh of Castlight's clinical condition identification and segmentation for its personalization engine. Managed Castlight's Clinical Advisory Board. Led Castlight's Clinical Intern program including the successful conversion of interns to full time employees. Ran Clinical-Product roadmap and OKR processes.

BARNARD CENTER FOR TODDLER DEVELOPMENT

August 2017 - August 2019

Barnard College

Research Assistant and Assistant Teacher

- Ran an IRB-approved research protocol examining the effects of parental presence on toddlers emotional learning and appraisal. Developed and implemented the coding scheme for assessing toddler attentiveness and distress.
- Taught three weekly classes for 13 toddlers (20-29 months) to promote healthy emotional and regulatory development. Devised individual development plans and held bi-annual parent teacher conferences.
- Mentored and supervised 12 Barnard and Columbia seminar students on the Toddler Center philosophy, quantitative research best practices, and toddler development.

Button

May 2015 - September 2016

Human Resources Operations Manager

- As the first hire responsible for people operations, I grew the company from 15 to 40 people.
- Operationalized the performance review and OKR process. Oversaw a 50% reduction in the OKR timeline in the first year of implementation.
- Owned, planned, and executed numerous company events: recruiting, employee onboarding, tech talks, and company wide meetings. I scaled these programs to meet the needs of 2x growth in the workforce.

- Part of the founding team of implementation managers who owned customer relationships post-sale including onboarding, assessing technical requirements, installation of networking systems, software configurations, and customer training. Oversaw the growth of the customer base from 20 customers to over 200.
- Communication liaison among users, product, and engineering. Collaborated with product, design, and UX teams to integrate user feedback into the ongoing development roadmap.
- Designed and produced multi-media training programs including live and pre-recorded webinars, support articles, and videos.

Education

Columbia University

September 2016 - May 2018

Post-Baccalaureate Certificate in Psychology; GPA: 4.1

Northwestern University

September 2005 - June 2009

Bachelor of Science: Communications, Theater Performance Concentration; GPA: 3.6

Awards

Culture Award Winner: Castlight 2021

Presidential Challenge Coin Recipient: COVID-19 Vaccine Response, 2021

Winning Applicant for Crain's Best Place to Work: Button, 2016

Deans' List: Northwestern University, 2005-2009

Research & Publications

Harmon, C., Routhier, E., Dunn, H., **Golden, S.**, Marcotte, s., MacMullin, L., Klein, T. P., Tottenham, N., (*Under Review-Developmental Science*) Parental Modulation of Reward Learning in Toddlerhood.

Golden, S., Zuckerman, R., Martin, G., Tayebi, K. Klein, T. P. (May, 2018) Constructing comfort from chaos: how parents fuse past experience and present constraints to create the ideal environment for their children. Poster Presented at: Barnard Psychology Spring Research Festival; New York, NY.

Golden, S., Gingrich, J., Peters, C., Zee, K., Bolger, N., Higgins, T. E., (June, 2017) expressive suppression as a predictor of perceived responsiveness during social support. Poster presented at: International Association for Relationships Research Mini Conference; Syracuse, NY.

Certifications and Skills

Certifications: Optimal Product Management by 280Group

Software: JIRA, Tableau, AcqKnowledge, EndNote, Quadramed, Qualtrics, REDCap, SPSS, Sequel