

MOHANNAD ELMETWALY

PRODUCT MANAGER | DIGITAL HEALTH | PHARMACY TECHNOLOGY | PLATFORM & API PRODUCTS

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SUMMARY

Product Manager with deep pharmacy domain expertise building regulated digital health platforms, API integrations, workflow automation, and pharmacy infrastructure. Own products across the end-to-end prescription lifecycle and lead cross-functional delivery with Engineering, QA, Operations, Compliance, executives, enterprise clients, and technology vendors. Track record of scaling prescription operations to 10,000 Rx/day, generating \$1.5M+ in revenue, reducing third-party processing costs by \$150K+, and improving fulfillment efficiency by 45%+.

EXPERIENCE

Associate Product Manager | Epiq Scripts LLC 09/2025 - Present

- Own product strategy and execution from discovery through release for a prescriber ordering, client tracking, and communications platform serving telehealth and brick-and-mortar healthcare organizations.
- Lead a 12-person full-stack Engineering and QA team across onsite and offshore resources; drive roadmap prioritization, PRDs, user stories, acceptance criteria, backlog refinement, sprint planning, release validation, and stakeholder alignment.
- Helped scale the platform and pharmacy operation to support up to 10,000 processed Rx/day across prescription intake, verification, dispensing, fulfillment, shipping, exception management, and controlled-substance reporting.
- Lead platform and integration work toward DEA EPCS certification, translating controlled-substance, compliance, security, workflow, and third-party requirements into product and engineering execution.
- Lead third-party integrations, including a direct ScriptPro integration, and productize APIs that enable telehealth organizations to connect directly and automate prescription ordering and operational workflows.
- Drive platform expansion into a white-label solution for telehealth and brick-and-mortar clients and help define the roadmap toward a standalone pharmacy management system.
- Led a pharmacist verification product that increased processing capacity, generated \$1.5M+ in additional revenue, and eliminated \$150K+ in legacy API processing costs to date.
- Designed and launched a proprietary shipping platform with direct UPS, FedEx, and USPS integrations, replacing ShipStation and improving shipping efficiency and accuracy by 45%+ while reducing processing and reshipment costs.
- Built a medication dispensing workflow that reduced misfill and dispensing errors to under 1%, strengthening patient safety, pharmacist verification, and regulatory compliance.
- Partner directly with COO, CTO, Product and Engineering leadership, IT, Business Development, pharmacy executives, enterprise clients, and vendors to define product strategy, integrations, operational requirements, and scalable platform capabilities.

Product Owner | Epiq Scripts LLC Prior Role

- Led Agile delivery for pharmacy technology across prescription intake, dispensing, fulfillment, and operations; converted frontline workflow problems into scalable product requirements and engineering priorities.

Lead Pharmacy Technician | CVS Pharmacy 01/2021 - 01/2025

- Developed deep pharmacy domain expertise across high-volume prescription processing, commercial insurance, Medicare Part D, Medicaid, claims adjudication, prior authorizations, payer workflows, controlled medications, regulatory compliance, and patient/prescriber operations.
- Led technicians, resolved complex prescription and payer issues, and optimized pharmacy workflows in a high-volume retail environment.

CORE SKILLS

Product: Product Strategy, Product Discovery, 0-to-1 Development, Roadmapping, PRDs, User Stories, Acceptance Criteria, Backlog Management, Agile/Scrum, Platform Products, Workflow Automation, Enterprise SaaS

Technical: API Integrations, Third-Party Integrations, Systems Integration, Healthcare APIs, AI Product Strategy & Use-Case Discovery, Azure DevOps, Jira

Healthcare: Digital Health, Pharmacy Technology, Pharmacy Operations, PMS, Telehealth, DEA/EPCS, Controlled Substances, Regulatory Compliance, Claims Adjudication, Medication Safety, Fulfillment

EDUCATION

BBA, Marketing | University of Texas at Arlington | 2024