

HOUSAM TAHA

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EDUCATION

Master of Science, eHealth

McMaster University

Honors Bachelor of Health Science

University of Ottawa — Technology and Innovation in Health Care

SKILLS

- Product manager with expertise in Agile methodologies, Design Thinking, cross-functional team leadership, and stakeholder communication across complex healthcare environments.
- Proficient in Python, Figma, Jira, Aha!, Epic, Power BI, R, Git, Google Workspace, MS 365, Claude Code.

WORK EXPERIENCE

Product Implementation

November 2025 – Present

Phelix AI

Toronto, Ontario

- Aligned product strategy with corporate strategy, ensuring onboarding priorities reflected business goals and roadmap outcomes across 38+ go-lives in 8 months.
- Served as the voice of the customer to cross-functional teams, translating clinical workflow needs into user stories, acceptance criteria, and feature requests that shaped the product backlog.
- Maintained a prioritized backlog in Jira, bridging client discovery sessions with engineering delivery to ensure real-world HCP needs drove development priorities and informed product roadmap decisions.
- Partnered with customers and internal stakeholders to validate product-market fit and continuously identify gaps between product capabilities and clinical needs.
- Identified and escalated product risks surfaced during implementations, bringing the right stakeholders together to resolve issues effectively.

Business Systems Analyst

July 2024 – November 2025

CHEO

Ottawa, Ontario

- Led Epic Cadence optimization projects, collaborating with clinical leadership to configure scheduling modules and implement enhancements that improved patient care workflows.
- Gathered and translated stakeholder requirements into system configurations, testing Epic applications to ensure seamless integration with hospital information systems.
- Conducted workflow analysis across cross-functional teams to identify opportunities that enhanced operational efficiency and supported data-driven decision-making.
- Provided ongoing user support, maintaining strong relationships with clinical and administrative stakeholders across a complex healthcare environment.

Bruyere Innovation Team

September 2023 – December 2023

Élisabeth Bruyère Hospital

Ottawa, Ontario

- Led technology implementation initiatives in a long-term care environment, engaging clinical and operational stakeholders to drive adoption and ensure solutions met LTC care team needs.
- Researched and engaged Canadian startup companies to assess feasibility of pilots, and facilitated implementation of electronic medical carts with staff training and manufacturer liaison.

Business Intelligence Analyst

May 2023 – August 2023

Élisabeth Bruyère Hospital

Ottawa, Ontario

- Led a falls data analytics initiative for an elderly LTC population, extracting and analyzing incident data across data pipelines using Excel, R, Python, Meditech, and Crystal Reports.
- Developed regulatory and outcomes-focused reports with data visualizations comparing falls metrics against peers and provincial benchmarks, surfacing actionable trends for clinical leadership.
- Delivered analysis that directly informed the Falls Committee's strategic review, contributing recommendations that shaped facility-wide protocol changes aimed at reducing fall-related incidents.
- Translated complex datasets into clear insights for both clinical and non-clinical stakeholders, supporting data-driven decision-making across operational and quality improvement teams.

Stethos — stethos.app

2026

- Designed and developed Stethos, a real-time patient experience inference platform that captures and analyzes patient signals to surface actionable insights for care teams.
- Built an intuitive interface enabling clinical staff to monitor patient experience in real time, reducing response gaps and supporting proactive, data-driven care delivery.

ForwardCare — forwardcare.app

2025

- Designed and developed a digital patient communication platform replacing outdated call bell systems with intelligent request capture, QR code integration, and EMR integration to optimize hospital workflows.
- Delivered measurable improvements in staff response efficiency and patient satisfaction through real-time request prioritization and intuitive patient/staff interfaces.

moodi ai — moodiai.app

2024

- Designed, developed, and deployed an AI healthcare tool enabling HCPs to track patient conversations, analyze dialogue, and monitor emotional progression via sentiment scoring graphs and tables.
- Managed a team of two software engineers from concept to launch using design thinking methodologies and meticulous product requirements.