

ROBERT DOWD

Data & Strategy Leader | Operations · Business Intelligence · AI | Published Researcher | MBA Candidate (Spring '27)

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PROFESSIONAL SUMMARY

Strategic data and operations leader with 11+ years turning data into executive decisions, scalable platforms, and high-performing teams. Trusted partner to the C-suite and functional leaders—CEO, Operations, Finance, Marketing, Client Success, and Clinical—with deep expertise leading cross-functional initiatives, building and mentoring data teams, and translating complex analytics into business strategy. Drove 2x client growth, ~20% infrastructure cost reduction, and an 80% drop in client-facing errors; designs and evaluates AI/ML use cases for measurable operational impact. Published researcher (84 citations, 1 granted and 5 pending patents) and MBA candidate (CU Boulder, Leeds School of Business; Spring '27).

PROFESSIONAL EXPERIENCE

Cylinder Health (Vivante Health), Denver, CO

Current

Data Platform Architect

- Serve as the executive team's primary data and analytics partner, engaging weekly with the CEO, SVP of Operations, Finance, CMO, and Directors of Marketing, Client Success, and Clinical Operations. Translate data into strategy and operating decisions on retention, growth, and resource allocation.
- Drive the company's **AI strategy**: define and prioritize high-value AI/ML use cases across the business, lead **build-vs-buy cost analyses** for AI-enabled products and vendors, and establish criteria for evaluating AI-driven productivity and ROI before investment.
- Lead strategic platform initiatives spanning growth and cost efficiency: scaled infrastructure to support **2x client growth (10–15 to 30+ enterprise healthcare clients)** and drove a **~20% reduction in storage and compute costs**, partnering with product and engineering leadership to align the technical roadmap with business objectives and translate technical capabilities into client-facing value.
- Developed a proprietary **member engagement index** that operationalizes member activity into a single executive-ready metric, equipping Marketing and Client Success to target campaigns, segment members, and quantify behavioral impact.
- Defined the **enterprise analytics strategy** and led its execution. Stood up a governed **Looker business intelligence environment** as the organization's single source of truth, migrated reporting off fragmented Google Sheets, and designed new **metric frameworks** that power smarter analytics and a fuller view of the **member journey**.
- Integrated previously disconnected pipelines and data across Marketing, Product, and Operations, filling a critical capability gap that unlocked cross-domain analyses no other team could perform. Used these insights to identify gaps in marketing performance, improve campaign targeting, and inform retention strategy, including measuring campaign impact on member activity via the engagement index.

Artemis Health, Denver, CO

08/2022 – 11/2023

Manager, Data Science

- Managed and mentored a team of 6+ data scientists (US and international), transforming the function from notebook-based experimentation into the company's **first full-scale, in-app production deployments**.
- Owned the data science roadmap and managed cross-team engineering dependencies, aligning technical delivery with client and business priorities.
- Guided the team to ship client-facing products that drove retention and won 4–5 new clients: a 1.5-year in-house Social Determinants of Health Index, five chronic-condition risk-forecasting models clients used to target their own campaigns, and a pipeline-wide anomaly-detection system.
- Cut manual QA by 15+ hours/week across a 20-person team and **reduced client-facing errors by 80%** via the anomaly-detection system.
- Led an innovation track with larger enterprise customers and delivered a half-day workshop to 100+ benefits leaders, positioning the company as a thought leader.

Dexcom Inc., San Diego, CA

05/2019 – 06/2022

Senior Data Scientist

- Led a cross-functional, multi-stakeholder initiative to build Dexcom's **real-world evidence (RWE) portfolio**, aligning clinical, marketing, regulatory, and sales teams to support FDA submissions and market expansion into APAC and Eastern Europe.

- Delivered the business analytics behind strategy, including churn and forecasting models that informed commercial and product decisions.
- Translated research into competitive positioning by presenting on international stages (audiences of 100+) and publishing 3 peer-reviewed papers (84 citations) that Sales and Marketing used for lead generation.
- Co-invented 6 patents (1 granted), including a patented coaching algorithm that created intellectual-property advantage in the glucose-monitoring market.
- Served on the Dexcom PRIDE ERG executive board, auditing and improving talent-acquisition processes.

Beatport, LLC, Denver, CO

10/2018 – 04/2019

Data Engineer

University of Rochester, Rochester, NY

05/2015 – 01/2017

Research Data Analyst

EDUCATION

University of Colorado Boulder, Leeds School of Business — MBA Candidate (Expected 05/2027)

Galvanize — Data Science Immersive Bootcamp, Denver, CO (2018)

University of Rochester — B.S. Computational Neuroscience (2015), Honors Distinction in Research Thesis

PUBLICATIONS & PATENTS

Peer-Reviewed Publications (84 total citations, h-index: 3)

Dowd, R., Jepson, L.H., Green, C.R., Norman, G.J., Thomas, R., Leone, K. (2023). "Glycemic outcomes and feature set engagement among real-time continuous glucose monitoring users with Type 1 or non-insulin-treated Type 2 diabetes." *JMIR Diabetes*, 8, e43991. (10 citations)

Akturk, H.K., **Dowd, R.**, Shankar, K., Derdzinski, M. (2021). "Real-world evidence and glycemic improvement using Dexcom G6 features." *Diabetes Technology & Therapeutics*, 23(S1), S-21–S-26. (68 citations)

Dowd, R., Norman, G., Welsh, J.B., Walker, T., Parker, A. (2020). "Real-time CGM usage and estimates of glycaemic control among individuals with type 1 or type 2 diabetes." *Diabetologia*, 63(SUPPL 1), S53–S53.

Patents

Derdzinski, M., van der Linden, J., **Dowd, R.**, Jepson, L.H., Acciaroli, G. (2025). "Glucose measurement predictions using stacked machine learning models." *US Patent 12,390,131* **[GRANTED]**

Crawford, M.A., Derdzinski, M., Acciaroli, G., **Dowd, R.J.**, et al. (2023). "Ranking Feedback for Improving Diabetes Management." *US Patent App. 17/974,299*.

Dowd, R.J., Crawford, M.A., Derdzinski, M., et al. (2023). "Glucose Level Deviation Detection." *US Patent App. 17/974,190*.

Additional 3 pending patent applications related to diabetes-management feedback systems and glycemic-impact prediction.

Conference Presentations

Shankar, K., **Dowd, R.** (2022). "Improved Time in Range Associated with a CGM System's Automated Notification and Retrospective Analysis Features." *Diabetes Technology & Therapeutics*, 24, A208.

Dowd, R., Derdzinski, M., Puhr, S., Welsh, J. (2021). "Time-in-Range Is Impacted More by High Threshold Alerts than by Screen View Frequency for Users of a Real-Time CGM System." *Diabetes*, 70(Supplement_1), 601-P.

Additional 3+ presentations at international diabetes and health-benefits conferences (2020–2023).

CORE COMPETENCIES

Strategy & Operations: Operational Strategy, Cross-functional Leadership, Executive & Stakeholder Partnership, Roadmap Development, Process Automation, Change Management

Finance & Commercial: Build-vs-Buy & Cost-Benefit Analysis, ROI Analysis, Cost Optimization, Budget & Resource Allocation, Forecasting, Unit Economics

Sales & Partnership Enablement: Sales Enablement, Competitive Positioning, Lead-Generating Insights, Client Acquisition & Retention, Partnership Development, Go-to-Market Support

Business Intelligence & Insights: BI Strategy, Looker, KPI & Metric Design, Retention & Marketing Analytics, A/B Testing

Data & AI: AI Strategy & Use-Case Design, Machine Learning, NLP / LLMs / GenAI, Python, SQL, Data Warehouse Architecture, ETL Pipelines, MLOps, GCP, Scala

Leadership: Team Management & Mentorship, Hiring & Talent Development, Strategic Planning, Workshop & Conference Facilitation

Certifications: IBM Data Engineering Professional Certificate; MBA Candidate, CU Boulder, Leeds School of Business (Spring '27)