



Kelsey Pyde

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Calgary, AB

Passionate healthcare leader with expertise in healthcare technology and operational excellence. Skilled in strategic planning, team leadership, and driving innovation to enhance patient care and organizational efficiency. Proven ability to manage cross-functional teams, optimize processes, and lead complex projects in fast-paced environments.

Experience

Alethea Medical

VP of Product

April 2025 – Present

Lead strategic product development, roadmap execution, and partnership initiatives to support company growth. Align product vision with operational strategy, drive innovation through system-level healthcare insights, and guide cross-functional collaboration.

Director of Product

April 2024 – April 2025

Collaborate with executive leadership to define and execute strategic initiatives, ensuring alignment across departments to achieve company goals. Drive product innovation through design thinking, customer empathy, and market insights.

Product Implementation Manager

November 2023 – April 2024

Aligned product roadmap with market needs through user feedback and cross-functional collaboration. Enhanced product success by streamlining priorities and ensuring effective stakeholder communication.

Customer Success Manager

April 2023 – November 2023

Developed and implemented communication strategies to enhance client satisfaction and engagement. Built strong client relationships and collaborated with cross-functional teams to support growth and deliver exceptional user experiences.

Alberta Health Services – Health Link

Team Lead: Admin Support V

November 2022 – March 2023

Led operational planning and execution for Virtual MD and COVID Treatment programs, coordinating with administrative staff, nurses, and physicians to achieve clinical and program goals. Identified process inefficiencies and implemented solutions to enhance organizational performance.

Administrative Support: Admin Support V

April 2022 – November 2022

Supported leadership, including the Director of Health Link-811, as a key information resource. Delivered administrative services and facilitated Health Link processes, enhancing team efficiency and communication.

CEIR Admin: Admin Support IV

July 2021 – April 2022

Collaborated with clinical leadership to streamline workflows and improve communication channels, driving efficiency in early identification and response initiatives, optimizing workflow and administrative support for effective clinical service delivery.

Team Lead: Admin Support IV

April 2021 – July 2021

Led Vaccine Booking Line and Isolation Hotel teams, recruiting and onboarding talent to enhance service quality. Coordinated with Charge Nurses to ensure safe isolation protocols, supporting public health initiatives.

Vaccine Booking Clerk: Admin Support II

March 2021 – April 2021

Provided compassionate customer service on COVID-19 Health Link call line, utilizing active listening to improve caller experience during high-demand periods.

Vive Integrative Health Group

Medical Office Assistant

September 2020 – July 2021

TD Asset Management

Business Development Associate

February 2020 – March 2021

Education

Mount Royal University

Bachelor of Science

2014 - 2019

Major – General Science

Minor – Biology and

Entrepreneurship &

Innovation

Athabasca University

Master of Health Studies

In Progress

Certifications

Harvard Business

School Online

Innovating in Healthcare

August 2024

Canadian Mental Health

Association

SafeTALK Crisis

Intervention and

Communication

October 2022

University of Michigan

Sport-Related Concussion

Training

July 2021

Mount Royal University

Pinnacle Leadership

April 2020

Project Management

Extension

December 2019