

AUSTIN SERIO

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Summary.

Product engineer closing the loop that most teams need three people to close — researching the problem, designing the experience, and building it to production. AI-native across the full development workflow (Cursor, Claude Code) — compressing the concept-to-production cycle without sacrificing polish. Known for pixel-perfect UI systems that actually ship, including a glass-morphism mobile interface for a HIPAA-compliant telehealth platform now live on the App Store. Trained in lean product thinking and Agile through selective programs including MIT Solve, NYU, and Blackstone LaunchPad. Fluent across technical, clinical, and community stakeholder groups — including federal IHS officials, tribal organizations (United South and Eastern Tribes), clinicians, and researchers. Screenshots and a live demo at austinserio.com.

Core Competencies.

Product: Product ownership & roadmapping | User research & discovery | Agile/sprint planning | Stakeholder management | Go-to-market strategy | OKRs & success metrics

Design: Figma, Sketch, UX/UI prototyping, glass-morphism UI systems, responsive design

Technical: HTML/CSS, JavaScript, jQuery, TypeScript, React, React Native/Expo, Python, Flask, REST APIs, OAuth, PostgreSQL schema design, AI/LLM integration (GPT-4, Llama 3 — local & Azure AI Foundry), Azure, Git

AI-Assisted Development: Cursor, Claude Code — AI-native across the full development workflow

Compliance: HIPAA, Indigenous data sovereignty, EHR interoperability (Ensora, Tebra)

Education & Publication.

New York University, Gallatin School of Individualized Study | New York, NY 05/19

Bachelor of Arts Technology & Globalization | Minor in Web Programming & Applications

Publication Serio, A. et al. "ShockTalk: Culturally Grounded Telehealth Workflows for Indigenous Communities." *Research Protocols* 2025 (e67757)

Experience.

ShockTalk — Product Engineer & Product Owner | New York, NY 10/19 – Present

- Designed and implemented ShockTalk's signature glass-morphism UI system in Sketch, then built it in React Native — translating a distinctive visual identity into a production mobile experience that differentiates the platform in a commoditized market.

- Served as the primary bridge between IHS staff, clinicians, and end users — conducting 60+ user research sessions and engaging 20+ clinical providers including Indian Health Service officials — then personally translating those insights into both the design system and the engineered product, end to end.
- Built an AI-powered HIPAA compliance center in React + TypeScript combining deterministic audits with LLM-assisted gap analysis of infrastructure, code, and policy controls — generating reports and routing documentation updates for in-portal signing to prevent compliance drift.
- Defined product vision and go-to-market strategy targeting communities underserved by mainstream telehealth; positioned ShockTalk at the intersection of cultural safety, peer support credentialing, and value-based care — driving iterative releases from MVP through iOS beta, now live on the App Store.
- Drove 93% infrastructure cost reduction in 2025 through strategic vendor evaluation and Azure migration, enabling reinvestment into product features and accelerating the path to public beta.
- Selected for MIT Solve, Blackstone LaunchPad, Headstream, NYU, Firefly, and PowWow Pitch accelerator programs.

Urban Indigenous Collective — Full Stack Developer & IT Manager | New York, 03/20 – Present
NY

- Identified a high-friction onboarding bottleneck and shipped a GPT-4–powered policy analyzer that reduced staff onboarding from 2 hours to 10 minutes (~92% reduction).
- Built the most comprehensive Woccon language resource in existence — a React + TypeScript community control panel housing 403 verified entries (vocabulary, modern orthographies, pronunciation guides, and grammar rules). New materials are parsed by a Claude Opus agent and routed to a community review queue before commit. Powers WocconWaker, a Llama 3 + RAG conversational agent constrained entirely to the community-verified database.
- Engineered a custom API integration for an EHR migration (Ensora to Tebra) by reverse-engineering the vendor's frontend where no official API existed — building automations that replicated API behavior through UI manipulation.

Blue World Inc — Front End Developer & Design Lead | New York, NY 06/19 – 05/20

- Owned design-to-delivery for MisTel's medical provider-management UI — customer listening sessions drove every iteration, contributing to measurable product improvement and business growth.

UP2CODE — UI Designer & Web Developer | New York, NY 05/16 – 10/17

- Designed UI prototypes and built responsive WordPress sites for civic and arts organizations — owning projects from initial wireframes through delivered product.