

Life@ZOTEC



Abby Israel
Product Manager

At Zotec, we know our employees are extraordinary and they prove it every day - to each other, to our Clients and to the Community. They've got stories to tell, and we're here to hold the mic for them. Go grab a cup of coffee (we'll wait) and settle in to read our first 'Life @ Zotec' installment, one of many that we will be sharing throughout 2021 (and beyond).

Hi Abby! Can you share your title and a brief overview of what you do?

I'm very excited to share that I recently started a new role at Zotec, as Product Manager on the Development team, under Tom Cavanaugh! This job focuses on managing and implementing product features, changes, and releases for our Client Experience solutions. It also includes communicating within all areas of the organization and working alongside team members to define and launch solutions that both wow our Clients and improve their reimbursement.

How long have you been with Zotec?

I've been with Zotec now a little over 4 years

You've held a lot of interesting positions since you joined Zotec. Can you talk about your other roles and what you learned in each?

Yes! So, when I first started with Zotec in 2017, my role was Product Marketing Manager for the Implementations Team. I spent a good amount of time creating Client-facing presentations and documentation on Zotec's processes and solutions. I also worked alongside team members to monitor key metrics on Client projects that we would then report out to leadership.

Fast-forward two years later to 2019 when Terri Taylor joined Zotec and invited me to join her on the brand-new Communications Team, where we established communication strategies and best practices centered around people, process, and technology. As we added talented team members to the group, our work became more focused, and I spent more of my time on Client and Product Communications. I give this team major kudos for standing up a new department in the heat of a pandemic, all while trying to prepare for the new HQ.

Congratulations on becoming a new mama! How do you balance being a mom with the demands of your fast-paced role at Zotec?

Thank you! Being a new mom is the scariest and most incredible experience of my life so far. Aidan (my sweet little guy) brings amazing new purpose to what I do in my work. Having a baby in the middle of a pandemic is wild, to say the least, but there was so much help and understanding from Team Zotec as I navigated stepping back into work.

It would be foolish to say that I juggle work and motherhood all on my own. Balancing work with being a mom is only possible through the incredible support I have through my husband (and best friend) who acts as a sounding board and supports me in all my goals, friends who encourage me on hard days, my family who loves me no matter what, and our church community who selflessly serve to ensure our needs are met.





We use the words Innovator, Collaborator & Doer when describing our employees. How does that translate into the work you do?

Innovation on the development team is instrumental. I need to be someone encouraged to think outside the box, especially when it comes to how our Clients move and work throughout their Revenue Cycle. It's about assessing what's happening in our industry with where technology is moving. It's also about asking Clients important questions – What are their pain points? What business areas do they need to be able to access quickly? What consumer behaviors change how they communicate? What gaps have our competitors missed?

Collaboration is big for me. I can't do any job successfully without talking to others. I am not all-knowing when it comes to revenue cycle management. Some of the most successful projects I've been on have been those in which Zotec team members in different departments came together and shared their knowledge. It doesn't do us any good to hold onto information. We are ONE TEAM! Not to mention, you make lasting friendships where seeing others succeed is a win!

Being a doer is important because you can't sit still in a fast-paced company like Zotec. But there's a clear distinction that needs to be made between working hard vs. working smart. Working smart is about applying the training I've received to finding effective and efficient ways to produce quality work every day.

What do you love most about your new team, and how do you plan to share the great work they're doing with the rest of the company?

First off, these guys have a great sense of humor. A little lightheartedness goes a long way on tough days.

I am also really looking forward to being part of a team focused on creating Client-centered solutions. This is a great time to be part of this team as they've got some pretty neat technology and data coming around the corner that will make a big impact in the years to come.

As a new Product Manager, I plan to make it a high priority to sync up with Operational Team Leads, Support Team, Training Team, and Communications Team whenever launches or important updates take place. The more we can prepare Zotec for what's to come, the better everyone can speak to the value Zotec brings to Clients each and every day.

What's one thing you would tell a prospective candidate looking to join the Zotec family?

You won't be sorry you joined this incredible team! This is a team that takes care of one another and looks to problem solve in BIG ways. No matter what the challenge is, someone is always willing to help you out and brainstorm ways to improve solutions for our Clients and Patients. This is also an environment that fosters growth and encourages you to take charge in your learning. I am never bored or in need of something to do and I have never questioned the purpose behind why it is what we do.



Inspired to become a part of Team Zotec?
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