

Life@ZOTEC



Joel Lelliott
Senior 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 and settle in to read the latest installment in our 'Life @ Zotec' series!

Hi, Joel! Can you state your title and share a brief overview of what you do?

Sure, I'm the Senior Product Manager for our Patient Experience Cloud. My main role is to help create the vision and requirements for our products and translate them in a way for the design and engineering team to execute on. The mission, and my passion right now for the patient experience cloud team, is to take the patient-related products to the next level.

There are many different roles on the Product Management team. Can you share a little bit about each so we can understand how they work together to drive innovation at Zotec?

The three main faucets of product are Design, Engineering, and Product. We all work together to create majestic products. Product brings the 'what' and the 'why' for what our products need to do. Design helps us set the stage with concepts and prototypes. Engineering brings the vision to life as a working product. Everyone brings a different perspective to the table, which spurs amazing innovation.

What are the primary differences between a Developer at Zotec and a UX Designer?

Our designers work alongside product and stakeholders to create concepts and prototypes, so we can paint a picture of the world we are setting out to create. This affords us the ability to have the design and user experience ironed out before development. Having a designer take charge on our patient-facing products avoids the chance for creating a disjointed experience and allows us to keep a standardized experience for our users.

Our engineering experts are responsible for bringing our interstellar products to life that we have all collaborated on. Having concepts and prototypes up front also allows us to work faster and more efficiently to create a finished product by being able to provide the engineering team with something to work from and avoid a lot of back and forth.





One of our Key Themes for 2021 is Caring for Clients and Patients. Can you tell me what you're working on right now that supports that theme?

One of my main product visions right now is focused on pricing transparency and getting bills paid faster. Imagine a world where you can know and understand your financial picture before your appointment. What if getting a statement weeks after your care is no more. Paying for healthcare shouldn't be any harder, or more confusing, than any other purchasing experience. Healthcare is already confusing and scary without the financial aspect, why can't it be more predictable? I'm driven to make this a reality, and to make a difference.

How long have you been with Zotec?

Last month I celebrated 5 great years with the Zotec family.

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

I'm grateful at the opportunity to innovate game changing ideas to help us serve our clients and their patients. A day doesn't go by where I'm not collaborating with the engineering team and/or the operations team. I'm a very persistent doer and will stop at nothing to ensure we get the job done in the best way possible.

What gets you excited when you think about the future at Zotec?

The people. I love the fact that we are growing every day and I'm excited at the opportunity to collaborate with everyone, so we can create products that change the face of the financial experience for healthcare.

What's a fun fact about you that people may not know?

I was born and raised in England!



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