

Justin Cornetta

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EDUCATION

University of Pennsylvania, College of Arts & Sciences

Bachelor of Arts in Neuroscience, Chemistry Minor

Philadelphia, PA

May 2022

Rutgers University, Business School

Graduate Certificate, Healthcare Analytics

New Brunswick, NJ

May 2023

PROFESSIONAL EXPERIENCE

Teladoc Health

Remote

Performance Operations Manager

October 2025 – May 2026

- Established Teladoc's Performance Operations function from the ground up for the \$1.6B ARR US Group Health business unit, building end-to-end monitoring capabilities spanning client implementation, member acquisition, registration, device activation, engagement, and retention across four service lines (Chronic Condition Management, Primary Care, 24/7 Virtual Urgent Care, and Mental Health)
- Led and facilitated daily performance reviews with executive and cross-functional service line leadership, presenting analysis on business performance against the annual operating plan, surfacing key risks, and recommending corrective actions that have contributing to \$15M revenue outperformance YTD.
- Orchestrated an enterprise cross-functional data governance program to harmonize and codify 500+ business metrics across Product, Operations, Marketing, Clinical, and Engineering enabling trusted analytics and responsible AI deployment

Program Manager

September 2024 – October 2025

- Spearheaded implementation of AI clinical transcription, advanced data integrations to close gaps in care, and streamlined referral workflows within Teladoc's care delivery platform, reducing chart completion times by 58% (\$900K+ annual savings), enabling new commercial opportunities, and driving \$1.3M+ revenue lift
- Co-developed enterprise patient experience strategy with Chief Patient Experience Officer, building governance, analytics, and service recovery processes that improved care delivery for 100M+ members and contributed to record-high NPS across key service lines.
- Directed governance and implementation of Teladoc's open group strategy to address member eligibility and access issues, delivering \$3.6M+ in annual recurring savings and a 39-point improvement in member NPS

Client Operations Manager

May 2022 – September 2024

- Managed \$187M+ in ARR and 10M+ lives across 14 employer and health plan clients, serving as the day-to-day client operational lead; spearheaded a cross-functional remediation effort for a high-risk client, resulting in a \$10M contract renewal and a \$20M upsell within 12 months.

Intercollegiate Psychedelic Network

Remote

Director of Strategy, Operations, & Technology (Part-time)

December 2024 - Present

- Oversee all internal operations and strategy, spanning governance, roadmap planning, systems, finances, recruitment, performance, partnerships, fundraising, and nonprofit compliance for a 20+ person non-profit organization with 2,100+ members in 70+ countries.
- Built a web application to consolidate member resources, events, and community into a single platform for members, along with user instrumentation and org-wide performance analytics.
- Generated \$15k+ in revenue by selling sponsorship packages, implementing affiliate programming, executing fundraising campaigns, and securing grant applications.

Personal Ventures

JMJ Capital, X/Twitter

Remote

Independent Market Research

April 2021 – Present

- Conduct independent research and thematic analysis on disruptive sectors such as the bitcoin ecosystem, AI, and clean energy; distill complex market dynamics into actionable investment insights for a growing audience.

SKILLS & INTERESTS

Technical Skills: Claude Code, Codex, Openclaw, SQL, Python, Tableau, PowerBI

Interests: Investment Research, Bitcoin, Psychedelic Medicine, Running, Sports, Outdoor Adventures