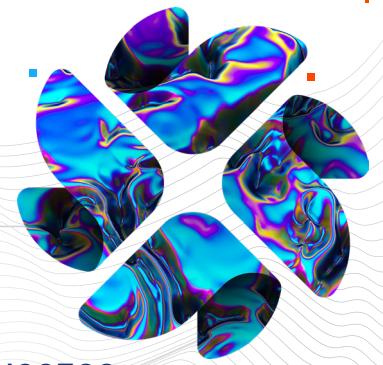


egniter Profile



AURORA TRAHAN, CUSTOMER SUCCESS

As Senior Director of Customer Success, leading the Healthcare Consulting Executive team, Aurora has the unique opportunity to support her talented direct reports and egnite customers directly as we strive to improve CV outcomes across the country.

HOW WOULD YOU DESCRIBE WHAT YOU DO AT EGNITE?

I have the privilege of leading our Healthcare Consulting Executive team supporting our customers in the optimization of CardioCare.

WHEN DID YOU FIRST DISCOVER YOUR LOVE FOR CUSTOMER SUCCESS?

I moved into customer success 13 years ago after working for several years in the hospital administration space and never looked back! Customer success is a truly dynamic space. I value the opportunity to really get to know our customers, dig into their goals and barriers, and partner with them for sustainable solutions. As an extrovert, getting to know so many amazing people across the country in pursuit of similar goals is a lot of fun too.

HOW DID YOU GET INTO YOUR FIELD?

While pursuing my bachelor's degree at Binghamton University, I obtained my EMT license and volunteered with a student run ambulance on campus. It didn't take me long to realize that hands on care wasn't going to be the long-term plan for me, but personal experience kept bringing me back to a desire to serve the healthcare industry. I continued my education at Tulane University School of Public Health and Tropical Medicine, earning my MHA. There is so much opportunity to improve the delivery of healthcare - something that impacts all of us. I strive to use my talents and interests to make it better. It feels like I hit the jackpot in finding customer success within the digital health space. It is a true alignment of my skills and deepest professional interests.



HOW DID YOU FIND OUT ABOUT EGNITE?

I noticed an opportunity on LinkedIn and some familiar faces from a former role that further piqued my interest!

WHAT IS THE BEST PART ABOUT WORKING AT EGNITE?

Our mission and everyone aligned around it. There is a culture that you can feel in the most energizing and positive way.



WHAT'S YOUR FAVORITE THING YOU'VE WORKED ON AT EGNITE?

Getting to know our clients. Traveling with my HCE group not only helps me support them directly but also to hear from our clients. It's incredibly meaningful work.

WHAT WOULD YOU TELL SOMEONE WHO MIGHT WANT TO WORK AT EGNITE?

The people will inspire you; the mission will motivate you and you are in for an exciting chapter!

WHAT DO YOU DO WHEN YOU'RE NOT WORKING?

When I am not working you can find me at a youth baseball field cheering in the stands, reading, or traveling with my family.

FINALLY, WHAT MAKES YOU MOST EXCITED ABOUT THE FUTURE OF EGNITE?

This organization is special! We have the people, the strategy, and the solutions to really succeed. I am excited to see what comes next not just for our organization but for the patients and families who are truly impacted by this work.

Interested in joining our team? We're hiring!
Check out available opportunities at egnitehealth.com/careers/

