



Continuous Improvement Specialist:

Job Requisition id: R000523

Location: USA, India, Remote

Job Type: Contract, Part-time

Job Description:

About the Role:

We're seeking a detail-oriented Continuous Improvement Specialist to ensure our plasma center clients extract maximum value from the CentroidAI platform. You'll establish baseline metrics, run systematic experiments, track what works (and what doesn't), and translate data insights into actionable improvements that drive measurable ROI for our customers.

This isn't a "set it and forget it" role. You'll constantly measure, test, optimize, and document. Every donor outreach campaign, every AI recommendation, every feature deployment—you'll track its performance, identify optimization opportunities, and help customers implement improvements. Your meticulous documentation becomes the institutional knowledge that allows us to replicate success across all customers.

You're part data analyst, part operational consultant, and part customer success champion. If you're energized by turning messy data into clear insights, love systematic experimentation, and take pride in obsessive attention to detail, this role offers the satisfaction of seeing your work directly improve patient outcomes through better plasma collection.

About CentroidAI:

CentroidAI LLC is a technology and data analytics company. We operate in startup mode EVERYDAY. We are passionate about healthcare, and our mission is to bring life-saving immune-deficiency therapies to patients that need it most. We solve the problem of not enough plasma collections, using sharp data analytics, AI solutions and innovative approaches.

At CentroidAI, we understand the fatigue around empty AI promises. Unlike the many companies that use "AI" as a label without delivering real value, we are building a genuine



AI platform grounded in domain expertise and operational impact. Our startup mindset drives us to focus relentlessly on delivering measurable business outcomes—turning advanced technology into practical tools that solve today’s toughest challenges for our customers. We put value first, because for us, AI is about results, not hype.

CentroidAI is passionate about; our employees and contractors, customers and the value/quality of our solutions. These are manifested in our four corporate values as follows:

1. People-First

We treat our team as our primary advantage, creating a high-trust, low-ego environment where people can learn fast, take smart risks, and do the best work of their careers. Happy employees will take care of our customers, and always do the right thing.

2. Customer Delight

We will make our customers wildly successful in raising their donations at a much lower cost; ultimately benefiting patients; this is in line with our vision. The customer puts food on our table (Mahatma Gandhi) and without customers we would not exist.

3. Patient-Impact

Our purpose is to solve real problems for patients and clinicians, and we prioritize work that moves the needle on access, outcomes, and affordability. Everything that we do has to keep the patient’s outcome front and center.

4. Futuristic R&D

We push the boundaries of science and AI like a scrappy lab, rapidly testing bold ideas and turning them into practical tools before bigger players even notice the opportunity. At our core, we are a technology company that brings business value from data.

5. Integrity

We will always do the right thing, at all times. We abide by regulations, stay honest, fulfil contractual obligations and respect the letter of the law. Without discrimination – whether with employees, customers, patients, partners or whoever. It will be noticeable.

Key Responsibilities:

Performance Monitoring & Baseline Establishment (25%)



- Establish and track baseline metrics for each client (donor acquisition costs, retention rates, donation frequency, referral conversion, campaign ROI)
- Build and maintain performance dashboards and customer scorecards
- Monitor platform usage patterns and feature adoption rates
- Identify anomalies, trends, and optimization opportunities
- Create weekly/monthly performance reports with actionable recommendations
- Alert customers proactively when metrics deviate from expected ranges

Experimentation & A/B Testing (30%)

- Design and execute A/B tests for donor outreach campaigns (messaging, timing, channels, incentives)
- Test AI-generated recommendations against control groups to validate platform value
- Establish testing protocols and statistical significance thresholds
- Create experiment tracking logs documenting hypotheses, methodologies, and results
- Analyze test results and translate findings into actionable recommendations
- Work with customers to implement winning variations and retire underperforming approaches

Documentation & Knowledge Management (20%)

- Maintain a comprehensive "what works" knowledge base for all optimization tactics
- Document successful campaigns, messaging frameworks, and engagement strategies
- Create detailed case studies showing before/after improvements with specific metrics
- Build playbooks for different donor segments and use cases
- Track failures and lessons learned to prevent repeated mistakes
- Develop standard operating procedures (SOPs) for continuous improvement workflows

Customer Value Realization (15%)

- Conduct quarterly business reviews showing ROI and value delivered
- Help customers set realistic goals and KPIs aligned with business objectives
- Identify underutilized platform features and create adoption plans
- Develop custom improvement roadmaps for each customer based on their data
- Train customer staff on interpreting metrics and making data-driven decisions
- Create executive summaries translating technical metrics into business impact

Campaign Optimization & Process Improvement (10%)

- Analyze donor outreach campaigns and recommend messaging, timing, and channel adjustments
- Optimize AI-powered donor recommendations using feedback loops



- Test different incentive structures and measure impact on donor behavior
- Identify high-value donor segments and create targeted engagement strategies
- Build tools and scripts to streamline data analysis and reporting
- Create calculation frameworks for ROI, LTV, CAC, and other key business metrics

Required Skills & Qualifications:

Core Competencies

- **Exceptional attention to detail** - this is non-negotiable for this role
- 3+ years of experience in data analysis, business intelligence, performance analytics, or customer success
- Strong proficiency in Excel/Google Sheets (pivot tables, VLOOKUP, complex formulas, data visualization)
- Proven track record of designing and executing A/B tests or controlled experiments
- Understanding of statistical concepts (significance testing, confidence intervals, sample size calculations)
- Experience establishing KPIs and tracking them over time
- Ability to work with large datasets and identify meaningful patterns

Business & Customer Skills

- Understanding of business metrics and ROI calculation frameworks
- Experience working directly with customers in a consulting or advisory capacity
- Ability to translate technical metrics into business value stories
- Excellent written communication for reports, playbooks, and documentation
- Strong presentation skills for customer business reviews and stakeholder updates
- Customer success or account management experience (preferred)

Technical Skills

- Proficiency with data visualization tools (Excel charts, Google Data Studio, Tableau, or similar)
- Familiarity with marketing automation and campaign management platforms
- Experience with CRM systems (Salesforce, HubSpot, or similar)
- Comfortable learning new software platforms quickly
- Basic SQL knowledge for data extraction (preferred, can be learned on the job)
- Understanding of data privacy and compliance requirements (HIPAA preferred)

Documentation & Organization

- Meticulous note-taking and documentation habits
- Experience creating comprehensive knowledge bases or playbooks
- Strong organizational skills with ability to manage multiple experiments simultaneously



- Proven ability to maintain detailed logs, trackers, and audit trails
- Quality assurance mindset with low tolerance for errors or inconsistencies

General Requirements

- Bachelor's degree in Business Analytics, Data Science, Statistics, Marketing, Operations, or related field
- Self-motivated and able to work independently with minimal supervision
- Comfortable in fast-paced startup environment with evolving priorities
- Availability for occasional customer calls during US business hours

Preferred Qualifications (Nice to Have):

Domain & Industry Experience

- Healthcare or life sciences industry background
- Understanding of plasma donation operations and donor center workflows
- Experience in blood banking, clinical research, or healthcare operations
- Familiarity with healthcare marketing regulations and compliance (HIPAA, FDA)

Advanced Analytics & Tools

- Proficiency in Python or R for statistical analysis
- Experience with advanced statistical techniques (regression, cohort analysis, survival curves)
- Familiarity with Google Analytics, Mixpanel, Amplitude, or similar product analytics tools
- Experience with experimentation platforms (Optimizely, VWO, Google Optimize)
- SQL proficiency for complex queries and database analysis

Methodologies & Frameworks

- Lean Six Sigma certification (Green Belt or Black Belt)
- Training in Design of Experiments (DOE) methodologies
- Familiarity with OKR frameworks
- Knowledge of Growth Hacking techniques
- Understanding of behavioral economics and nudge theory

Optimization Specializations

- Email/SMS marketing optimization expertise
- Social media advertising and influencer marketing analytics
- Referral program design and optimization
- Personalization and segmentation strategies
- Gamification and loyalty program mechanics

Customer Success & Consulting

- Management consulting experience (Big 4 or boutique firms)



- Experience conducting business process improvement initiatives
- Track record of driving customer adoption and expansion
- Experience with change management in operational environments

Compensation & Benefits:

This is a contractor position and therefore not eligible for company benefits, which are for our full and part-time employees only.

Full compensation for this role is in the form of a single, market-driven hourly rate, depending on experience and location. We're transparent about compensation and will discuss specific rates during the interview process.

What Makes This Role Unique

High Customer Impact: Your integrations are the "moment of truth" where customers see CentroidAI's value in their daily workflows.

Technical Variety: No two integrations are the same. You'll work with modern REST APIs, legacy SOAP services, file-based transfers, direct database connections, and custom protocols. Every integration is a new puzzle.

Strategic Influence: You'll shape our integration strategy and roadmap. Your insights on what's possible (and what's painful) will directly inform product decisions and go-to-market strategy.

Growth Opportunity: As CentroidAI scales, you could build and lead an integrations team, evolve into a solutions architect role, or specialize in a particular vertical.

The Ideal Candidate

You're the person who:

- **Can't stand inefficiency** - when you see a process that could be 10% better, you have to fix it
- **Loves spreadsheets** - your idea of fun is building the perfect tracking framework
- **Obsesses over details** - you notice when numbers don't add up, even by 0.1%
- **Thinks in experiments** - every question becomes "how could we test that?"
- **Documents everything** - your notes are so thorough someone could replicate your work years later



- **Celebrates small wins** - a 5% improvement excites you because you know it compounds

If this sounds like you, we want to talk.

Equal Employment Opportunity:

CentroidAI LLC is an equal opportunity/affirmative action employer that evaluates qualified applicants without regard to age, ancestry, color, religious creed, disability, marital status, medical condition, genetic information, military or veteran status, national origin, race, sex, gender, gender identity, gender expression and sexual orientation or any other protected factor. We consider qualified applicants consistent with legal requirements.

How to apply:

Please email your latest resume, along with a cover letter explaining how you can make a difference at CentroidAI, to careers@centroid-ai.com.

Please include your email, job requisition id, expected hourly rate and your likely start date.