



ALUMNAE SPOTLIGHT

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What's the most exciting and most challenging aspect of working in a technology role?

It might sound cliché, but for me the most exciting aspect is the pace of change—technology is constantly evolving, which means as a Product Leader you always have an opportunity to learn, adapt, and apply new solutions to real-world problems. Especially in the Mobile App space, new OS (operating systems – like iOS and Android) features, capabilities and more recently, AI (artificial intelligence) are forcing product teams to increase their velocity and pressure-test the way we've always done things. The flip side is that change is also the biggest challenge: keeping up with that pace, ensuring you're not just reacting to change but helping to shape it in a way that creates meaningful impact for your clients or end users.

You've worked at some impressive companies. What has inspired you to pursue specific job opportunities throughout your career?

For me, a lot of career changes came about due to timing, strong connections and a willingness to take a chance on myself or a company. I started my career at a small consulting firm, but through a chance encounter with a family friend in New York City, I was recruited to join Accenture which was a game changer for me on exposure to client partners and ability to work on high priority projects. Similarly, when I was working in health insurance years later, a former colleague sold me on a start-up called Teladoc and asked if I'd be their Product Lead for Mobile. It was a new space, clearly an opportunity to innovate and impact change on a smaller, agile technology team – so it was an offer I couldn't refuse! Never underestimate the power of connections throughout your career journey. Take the meeting, have a coffee with a former colleague or SHA alum – you won't regret having a strong network you can rely on when you're looking for a new role or in need of support.

How did the foundational beliefs and strengths that you learned and developed at SHA help you find your professional voice?

I've talked about this topic with a lot of SHA grads because it was something I quickly noticed that set us apart when I got to college – Sacred Heart gave all of us a quiet (ok, maybe not quiet ;)) confidence that we developed through our years of discipline, collaboration, preparation and resilience. Whether it was on the field hockey field or in the classroom, or when prepping Senior Skits or Freshman Day musical numbers – we all knew that anything worth doing took hard work and showing up – for each other and for ourselves. Those lessons continue to shape how I show up professionally — listening carefully to others (and I really mean listening – be open that your idea might not be the best one), contributing with a confident voice and in a thoughtful manner, and staying grounded in my values.

Tell us about your path after SHA – what did you study in college and how did you find your first job?

I went to Georgetown University as an “undecided” major and if that’s still a thing, I highly recommend taking classes in various disciplines to see what interests you most or might become your passion. I took a Health Care in America class that really resonated with me and then decided on a Health Administration and Business major. That led me to health care consulting, which seemed like the perfect opportunity to learn various aspects of the health care system – provider side, payer side and pharma – so I could understand the industry and determine what path my career might go in. Throughout college I had internships and summer jobs that helped jump start my resume and my networking skills, which made the job search early in Senior Year a bit easier..

What professional achievement are you most proud of?

In the early part of my Product career, I worked directly with engineers to deliver a variety of innovative features – a personalized patient portal with tailored health recommendations at ActiveHealth, an AI driven “Health Assistant” that helped answer patient questions in real-time at Teladoc, and a Snapshot feature to check your Vanguard balances after using biometrics to authenticate in the app. In the past 5+ years, I’ve been a people leader which I’ve found to be one of the most rewarding roles in tech – getting to shape the mobile app roadmap but also getting to shape people. I’m no longer just delivering features but working collaboratively with the minds that will deliver the next generation of them. I see it as impact multiplying: my strategic direction can ripple across teams, products, and our client experiences, while also getting to mentor some rockstar product managers reporting to me. In some ways, it’s like the SHA community – the Seniors help the freshmen grow from hesitant newbies to confident contributors, new SHA grads help the Seniors as they move into their next phase, and the seasoned SHA alums can now help recent college grads with networking and the newly formed PAC. Leading and mentoring is a kind of legacy that lasts longer than any release cycle. We get to drive change not just through what we build, but through who we empower.

What advice would you give to women aspiring to enter the technology industry?

Like I said above about how SHA shapes its students - believe that your perspective and voice matter. Product roles in digital channels can feel intimidating because things move so quickly and expertise is often seen as highly technical—but there is immense need for diverse voices who can think critically, bridge gaps, and bring fresh perspectives to how technology is designed and applied for optimal user experiences. Don’t be afraid to raise your hand for opportunities outside your comfort zone, seek out mentors and allies (especially through your SHA network), and remember that curiosity and resilience are invaluable as you gain expertise in the technical areas that interest and empower you. And don’t shy away from emerging tech – use AI tools for baseline inputs in things like JIRA story writing, cover letters or feature write-ups. Learn how to evolve within the technology ecosystem and embrace the change!

Carly Nowlan McClymont ‘02 has led mobile and digital product development at several companies, including Independence Blue Cross, Teledoc, and Active Health Management. She currently works as a Mobile Product Leader at Vanguard and is a proud member of the Red Team!