

Richard A. Pollick - (MBA, A-CSM, SA)

Project, Process & Business Leadership

Business and technical leadership in the healthcare, financial, retail, and industrial market sectors.
Key speaker at TheModernAgilist.net

Professional Experience & Responsibilities Overview:

UPMC Enterprises

Agilist Program Manager

July 11, 2016 – Present

- Promoting visibility & value delivery to stakeholders through data-driven agile process management
- Scaling cross-functional teams using a custom-built agile program framework
- Product oversight for program deliverables – with special focus on roadmap planning for the MyUPMC program
- Facilitating strategic planning as well as the removal of business & technical impediments via team integration & through the review of targeted KPIs.
- Empowering direct reports & teams to self-organize and adapt to current healthcare and business trends

Select Recent Projects:

- *Process & project leadership for MyUPMC client & provider health portal (myupmc.com)*
- *Project leadership for healthcare diagnosis and cost reduction indexing software*
- *Guided teams which used AI to design and build out a fully-featured commercial healthcare technology platform reviewing patient information, maintaining control cost, and reducing potential diagnosis errors.*
- *Leadership for a mammography screening feedback software solution to ensure accurate diagnoses – currently in use at UPMC*
- *Project leadership for managed payment solutions from (vincentpay.com)*

Nuvvii, LLC & Animus BI, LLC

Chief Operating Officer & Co-Founder

July 11, 2016 – Present

- Operational leadership & financial oversight for a business intelligence software startup focused on team-related throughput metrics

ThermoFisher Scientific

Business Analyst II & Scrum Master

Jan, 2016 – July, 2016

- Analysis and LOB liaison for stakeholders of various global eCommerce projects and programs Efforts included the fishersci.com European Union commerce refresh roll-out and the fishersci.com global eCommerce standardization
- Scrum team process oversight (Scrum Master)
Responsible for coordination, progress review, and issue tracking for a global development and analysis eCommerce team
- Part of an agile development team tasked with distinguishing global user requests from the underlying true needs by using root cause analysis
- Conducted various interviews to define solutions creating operational efficiency and opportunities for profit

- Business analyst responsible for validating solutions during, and after, project delivery to ensure solutions have met business requirements
 - Other responsibilities included:
 - Communication of the requirements to all stakeholders of the project and/or program
 - Organize and facilitate SCRUM activities for analyst and development groups

McKamish, Inc.

Project Manager - Application & Infrastructure

May 2013 – Dec. 31, 2015

- Lead Technical and Project Coordinator for the conversion and implementation of the web-based, cross-functional ERP system for a 100-million-dollar mechanical contracting company (converting from an older UNIX-based system, to an open-source web-based ERP software)
This implementation allowed for better data sharing across company groups, creating a more accurate financial and material representation of the company & the related jobs.
- IT project oversight
 - Oversight included: a multiple VM server core, 7 jobsite locations, 100+ mobile devices, a disaster recovery site, and 100+ users. *The budget for this group and related projects exceeded \$250k per year and have a direct effect on multi-million-dollar construction project operations and teams.*
 - Other responsibilities included: project(s) scope definition, timeline definition, vendor coordination, technical systems implementation, data migration & validation oversight, testing, and the creation of training/in-house support documentation.
- Technical deployment & in-house development lead for changes and upgrades to a mobile corporate service and equipment management system, which also utilizes a customer portal (MobileTech).
- Online content and marketing - On-going website design, SEO, and content management

Dick's Sporting Goods (Corporate Offices – Pgh.)

May 2012 – May 2013

Team Lead Application Developer – Retail Applications & Loss Prevention

- Project team technical development lead for a JAVA-based in-store firearms management system.
Responsible for application design, programming, and test/QA planning.
- Lead team member responsible for the oversight, maintenance and technical improvement of the corporate loss prevention systems' software. Systems ranged from the basic store loss prevention cameras to the complex financial auditing software used to spot fraudulent behavior and asset loss.
- Involved with the interviewing and decision process for the hiring of employees to assist the Retail Applications & Loss Prevention team with application design & the development process of the firearms management system.

Giant Eagle

January 2011 – April 2012

Programmer/Analyst - In-Store & Mobile Applications

- In-Store & Mobile Applications team lead mobile developer – Worked to maintain, develop, and test mobile inventory management applications; which were accessible to store employees via a mobile Windows platform on various Motorola “scan gun” hardware.
- In-Store & Mobile Applications support – On-call as part of a team supporting all in-store applications, outside of point of sale. Applications included: loss prevention systems, ordering

kiosks, inventory management systems, digital marketing signs, digital scales, and employee time entry applications.

- New application and systems testing and QA – *Part of a team who tested changed, upgraded, and new implemented both hardware and software in- store systems, and verified/validated their availability for use.*

Bank of New York Mellon

July 2009 – Aug 2010

Development Analyst - Internal Audit & IT

- System analyst for the Internal Audit and Development team - Responsible for banking system maintenance and database query design/execution (used for financial auditing practices).
- Internal Audit systems and initiatives oversight – Part of the team oversight regarding new systems and operating procedures within the Internal Audit Group

Education & Certifications Overview:

Columbia Southern University

- Doctor of Business Administration – **DBA** (2023)

Waynesburg University (2016)

- Master of Business Administration – **MBA** (2016)

The Pennsylvania State University (2010)

- Information Systems Technology - **B.S.** (2010)
- Business Management - **A.S.** (2010)

Scaled Agile Framework

- Safe Agilist Certification – **SA** (2020)

Scrum Alliance (2016/2018)

- Advanced Certified Scrum Master – **A-CSM** (2018)
- Certified Scrum Master – **CSM** (2016)

Key Projects Overview:

- Process & project leadership for MyUPMC client & provider health portal myupmc.com (UPMC)
 - 2020-Present
- Healthcare diagnosis and cost reduction dynamic indexing software (UPMC)
 - 2016-2020
- Cross-platform healthcare OS identity management (UPMC)
 - 2016 – 2018

- Vincent Payment Solutions <https://vincentpay.com> (UPMC/Pitt)
 - 2016 – Present
- Mammography screening feedback software (UPMC)
 - 2016 – 2016
- Conversion & implementation of web-based, cross-functional ERP system (McKamish)
 - 2015 – Sep 2015
- Mobile corporate service/equipment management system & customer portal (McKamish/MobileTech)
 - 2014 – Dec 2015
- Customer-facing full stack development for POS purchasing (Dick's Sporting Goods & GiantEagle)

Key Technical Skills Overview:

- Agile development methodologies (*10+ years*)
- Project & product resource management/planning (*8+ years*)
- Expert level Atlassian system management (Jira/Confluence) (*6+ years*)
- Budget creation, oversight, and management (*7+ years*)
- CRM and process/workflow management (*8+ years*)
- Six-sigma/Lean managerial style
- Java, C#, asp.net, Angular JS, HTML/5, SQL, T-SQL, Git (*8+ years*)
- Microsoft Office (including Visio and MS Project) (*19+ years*)

Honors and Recognition:

- **PittAgile** – Current leadership & forum presenter
- Business consultant with Emissary.io
- **Mobility Distinction Award:** *Issuer: WennSoft (now Key2Act) - October 2014*
 - Mobility Distinction Award – Part of a team (as project oversight and in-house development lead) responsible for changes and upgrades to a mobile corporate service and equipment management system (MobileTech), which also utilizes a customer portal at McKamish, Inc.
- **Pittsburgh Technology Council** - *Current presenter & member*
- **Penn State Undergraduate Research Patron:** *Review of joint research on nanotechnology (published online)*

References, Further Examples & More Info:

Upon request