**Richard J. Anderson, Jr., CSPO, CSM**

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**Product Owner | Scrum Master | Senior Project Manager | Business Systems Analyst | Technical Writer**

Flexible and energetic leader with proven record of success from planning through implementation to deliver enterprise cloud solutions. Combines analytical knowledge, leadership abilities, team engagement, and relationship building skills to develop high-performance cultures. Ability to engage stakeholders at all levels and to deliver IT project success in order to address critical technology business needs.

 **Key Strengths**

Agile Software Development | Software Delivery | User Experience (UX)| Project Planning | Project Management | Technical Writing | Training Creation & Delivery | Business Systems Integration | Root Cause Analysis | Continuous Improvement | Team Leadership & Mentoring | System Implementation | Lean Management | Software Implementation | Product Manager | Scrum Methodology | SDLC | ERP | CRM | LIS

**Education & Certifications**

**Certified Scrum Product Owner, CSPO / Certified Scrum Master, CSM**

Professional certification in Scrum practices and principles to fulfill the role of Product Owner or Scrum Master on a Scrum team.

**Master of Science, Industrial Technology**​, Purdue University

Focus on automatic identification theory and technical writing for software documentation.

**Bachelor of Science, Industrial Technology**​, Western Illinois University

Focus on integration of computers/automation and manufacturing technology.

**Professional Experience**

Express Scripts / Cigna | St. Louis,MO | September 2018 - current: IT Business Solutions Architect / Technical Product Owner for cloud based SAAS solutions in human resources, legal and sales/account management. Utilize Jira and traditional agile tools, ceremonies and scrum of scrums for cross-platform technical initiatives in one of the largest healthcare companies with $130B in revenue.

**Business Analyst:**

* Developed complete analysis of business processes for retail pharmacy legal contracting and evaluation of SAAS based legal contracting software. Determined fitness for use and architected solutions for integration and automation of backend processes.

**Product Owner:**

* Plan, manage, and deliver all traditional scrum ceremonies as a product owner for four unique divisions utilizing Salesforce ([www.salesforce.com](http://www.salesforce.com)) - responsible for obtaining opportunity canvases, maintaining user epics and user stories for implementation, configuration, customization, user experience (UX) and integration of unique Salesforce instances.
* Plan, manage and deliver all traditional scrum ceremonies as a product owner for pharmacy benefit contract lifecycle management (CLM) tool Apttus ([www.apttus.com](http://www.apttus.com)) which utilizes Salesforce as a platform in a SAAS/SAAP model.
* Manage the technical needs, administration, security and integration of a SAAS based RFP Lifecycle Management tool RFPIO ([www.rfpio.com](http://www.rfpio.com)) utilizing technical acumen and agile toolsets.
* Responsible for maintenance of legacy Lotus Notes system for legal contracting by generating requirements through user stories.
* Technical product owner responsibilities for DocuSign integration into all legal applications - Lotus Notes, Apttus, Upside.
* Manage the technical needs of an in-house website for custom HR compensation application with integration into Workday HR.

Sonic Healthcare | Austin,TX | January 2010 - May 2018: Spearheaded all facets of IT business systems for medical laboratories across US.

**Business Analyst:**

* Formulated a progressive procedure to integrate the client services team with the improvement team to create a new department focused on providing enhanced laboratory services to clients for improved efficiency gaining competitive edge for the company.
* Planned, developed, built, rolled-out and managed Microsoft SharePoint framework for laboratory’s documentation on process and policy knowledge-base for laboratory recertification.
* Delivered superior business systems analysis, diagramed workflow and provided change management for their complex enterprise systems managing financials, billing, patient laboratory data, and physician integration. Merged divisions into single regional entity.

**Product Owner:**

* Defined product vision, strategy, user experience (UX), user testing, and roadmap for Atlas iOn mobile platform designed on Apple iOS iphones and tablets. Introduced in market as outreach application for physicians to order and review patient laboratory results.
* Defined product needs and groomed story backlog of the SAAS informatics program which supported laboratory objectives in providing physicians with the tools to produce optimal care for their patients. Provided input on user experience (UX) based on interactions and implementation of web based product in physician practices.

 **Program Manager:**

* Pioneered the creation of the Project Management Office (PMO) team by selecting and hiring 7 PMP qualified personnel. Galvanized and focused team to produce projects on-time and within budget in 6 months.
* Shaped and invested in the team by building a modernized and updated version of Project Management Institute’s best practices and project control processes. Integrated concepts with strong continuous improvement / iteration cycle for quality project delivery.
* Mentored and guided PMP qualified personnel by defining and delegating roles, responsibilities, assignments, and standards.

**Project Manager:**

* Provided accurate delegation and guidance in migration of laboratory outreach tools to new Atlas Labworks web-based platform.
* Generated project plan and implementation of SAAS based hc1 Customer Relationship Management (CRM) system within sales, client services, and lab. Aligned integration with the backend LIS system to deliver real-time data from the lab to the sales team.
* Mobilized and delivered significant government-mandated financial healthcare project 2 weeks early avoiding $10k per day penalty.
* Los Angeles lab acquisition in the Western division - engineered financial integration within 90 days and process integration within 6 months of acquiring the Los Angeles laboratory.

**Technical Writing:**

* Developed CSR agent training programs to promote cohesive team collaboration and positive customer communications.
* Developed and generated documentation on five stage implementation methodology as well as user documents for SAAS based big-data informatics product to help physicians catch and manage diabetes in patients utilizing web based patient management tool.
* Established corporate technical writing group to support needs of IT and the PMO. Implemented styles, standards, and modularity.

Anriva Information Management at United States Department of Agriculture | Washington, DC | January 2008 - December 2009: Central role in the development of custom software for the data capture and statistical analysis of commodity markets for the NASS agency of USDA.

 **Product Owner:**

* Defined critical usability aspects throughout the design and development of the SAAS based E-ACER custom product based on satisfying customer requirements for logic and ease of usability.
* Communicated requirements through user stories to local US based and offshore India based development teams.
* Provided input on user experience (UX) based on interactions and implementation of web based product within the NASS agency.
* Educated and trained employees in application utilization in a classroom setting - noted client requests and generated user stories.
* Led user testing with USDA representatives against the RTM - updated requirements and user stories as a result of testing.
* Surpassed customer expectations and met product design results.

**Project Manager:**

* Developed the Project Management Office (PMO) team’s methodology, documents, and organization.
* Promoted team collaboration and communication by creating Microsoft Team Foundation Server and SharePoint site to host code, files, documents, team blogs, and issue tracking. Objective was to leave USDA with complete documentation of development.
* Developed all project documents - Project Plan, Communication Plan, Requirements Traceability Matrix, weekly reports.
* Hosted weekly meetings for design review and code review with USDA development team responsible for code takeover.

**Technical Writing:**

* Authored system and user manuals for the operation of E-ACER software including system flowcharts depicting the various flows of information, display pages, data write, and actions for the E-ACER software.

Everest Software **|** Dulles, VA **|** January 2005 - December 2007: Delivered education/implementation services for ERP/CRM system

**Project Manager:**

* Engaged clients after sales process to host kick-off call and discuss/sell implementation process and educational services.
* Built and managed twelve person implementation team and methodology of discovery, configuration, data conversion, and education. Responsible for delivery of services into three phases for maximum service revenue and customer satisfaction.
* Initiated project management methodology, documents, and project templates - hired 2 PMP qualified project managers.
* Streamlined the integration of ChangePoint PSA project management software for enhanced departmental communication, project tracking, and billing which resulted in closing a month within 24 hours for quicker invoicing and increased cash flow.

**Technical Writing:**

* Developed and documented extensive implementation methodology and software configuration capabilities to provide consistent and successful implementation delivery. Generated documentation template for user implementation configuration and setup.

TTW | Leesburg, VA **|** 1998-2004: Managed all operations to include p&l, sales, development, and implementation of ERP/CRM system.

**Business Analyst / Project Manager:**

* Responsible for project management and successful configuration, implementation, and education of financial ERP/CRM systems in manufacturing and distribution companies nationwide. Met with top-level management and their implementation teams.
* Generated custom reports and modified software configurations as necessary during customer implementation.

**Product Owner / Product Manager:**

* Defined new user requirements through creation of program flowcharts and testing parameters. Responsible for testing, installation, training, and documentation of new modules. Implemented new modules at client sites and brought back new user requirements.
* Specified requirements for integration of credit card processing via web orders and customer service client engagements
* Specified requirements for integration of real-time event messaging and workflow management modules.
* Specified requirements for integration of a machinery maintenance module.
* Specified requirements for integration of a customer relationship management (CRM) system.

**Technical Writing:**

* Developed White Papers on the integration of WinMan ERP and Lean Manufacturing techniques – including a piece published in Business Week. Presented Integrated Lean concepts to various Universities and public forums sponsored by such groups as APICS & AICPA.
* Developed White Paper on utilization of WinMan ERP/CRM across the internet via Microsoft's Win2000 Server's Terminal Services.
* Developed technical white paper on networking basics of ethernet vs. fast ethernet, hubs vs. switches, and how networks communicate.