**Kevin William Hicks**

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205-515-7097

**EDUCATION Masters of Science in Health Informatics,** January 2015- December 2016

The University of Cincinnati, Cincinnati

GPA: 3.56, Top 5%

**Bachelor of Science**, August 2013

The University of Alabama, Tuscaloosa

Major: Health Studies

GPA: 3.24 overall; Major: 3.5

Microsoft Windows, Microsoft Office Applications, PowerPoint, and

**SKILLS** Web design, Web page programming, data management, data entry, health information systems,GIS mapping, Database Management, SQL, Access, HTML, SAS, Tableau, EHR, Automation, Test Script Management, IntelliJ IDEA

**CERTIFICATIONS** Scrum Fundamentals Certified, Scrum Master Accredited Certification, Six Sigma Yellow Belt Professional, SAFe Product Owner-Product Manager 5.1

**HONORS/AWARDS**

Sigma Alpha Lambda Honor Society, University of Alabama

Dean’s List University of Alabama: Fall 2012; Spring 2012; Spring 2013

Who's Who Among American High School Students 2007-2009

Chosen All County Soccer Player 2008; Thompson High School

Jeremy Lawrence Memorial Scholarship Recipient; 2009-2010

**EXPERIENCE**

**Senior Product Owner Manager & Team Lead for Contractors-**UnitedHealthOne, February 2022, Remote

* Senior Product Manager for all new products that need to be built and integrated
* Roadmapping and planning for UHone products
* Operating in SAFe Scaled Agile environment
* Duties included: Program Management, Backlog Refinement, Iteration Planning, Prioritization of work items, some Scrum Master duties and overall agile facilitator
* Work heavily with Development and Configuration teams to launch new products and enhance current products
* Coordinate product build in Facets and relay information to front end development teams so that products can be properly displayed to members.
* Use SQL skills and data mapping skills to verify product builds and development team integration
* Epic/Feature/User Story creation and planning
* Defect creation and tracking up to release notes
* Coordinate with executives about the roadmap and ensure visions align for the future betterment of the company

**Senior Product Owner,** Steris-IMS , January 2021- February 2022, Birmingham, AL

* Product Owner, Scrum Master and Software training duties for Steris-IMS Repair Operations
* Repair Operations contain multiple applications
* Some Sales functionality is included in my scope of work
* Duties include: Roadmap planning, User story writing, technical requirement writing and wireframe creation
* SQL skills needed for gathering data and helping drive business stakeholders to the best decision
* Communicate with customers about our applications issues or future enhancements to serve them best and to improve our customer relationships
* Work with Customer Support and Development team to prioritize customer issues and new features
* Responsible for setting up and maintaining a new Scrum team while an organization is in the middle of a transition to Agile methodology
* Facilitating Scrum methodology meetings such as Planning, Daily Standup, Retrospectives, and Sprint Reviews

**Senior Product Owner,** Suture Health, September 2020- December 2021

Birmingham, Alabama Area

* Senior PO over Suture Sign, Suture Healths premier product for Healthcare organizations
* Duties include: User story writing, technical requirement writing, wireframe creation and understanding how to improve our application to improve healthcare and our profits
* Used SQL to query data and to look at potential future enhancements
* Testing duties are included in this role as well: test case writing, execution and testing strategy implementation
* Automated testing is in the process of being implemented into this role
* Have to use Senior BA skills to understand each workflow and how to write user stories for development team
* Communicate with customers about our applications issues or future enhancements to serve them best and to improve our customer relationships
* Work with Customer Support and Development team to prioritize customer issues and new features

**IS Senior Consultant,** Altec Industries, 2018 –September 2020

Birmingham, Alabama Area

* Scrum Master/Functional Lead over Global Rental IT Applications
* Responsible for setting up and maintaining a new Scrum team while an organization is in the middle of a transition to Agile methodology
* Facilitating Scrum methodology meetings such as Planning, Daily Standup, Retrospectives, and Sprint Reviews
* BA and Testing duties are combined with the Scrum role here
* Project Planning and Backlog Building
* Gathering and analyzing business requirements
* Creating User Stories and writing Test Cases
* Managing Requirements and Prioritizing High Value Initiatives
* JIRA and Confluence applications for Project tracking and management
* Road mapping and Gantt charting for a new development team
* Resource planning for my project team
* Rewriting and redeveloping outdated Oracle and IBM applications
* UX designs for certain projects due to expertise area

**Business Systems Analyst and Integration Tester,** June 2015-May 2018; Full-Time

BBVA Compass, Digital Bank Team, Birmingham, Alabama

* Analyst for multimillion dollar online banking projects in the Agile ATDD project management methodology.
* JIRA backlog management for new projects and software/ system upgrades.
* My duties for this role included managing project health and keeping legal approval documents updated and ready for review.
* During project planning duty was plan to project deliverables and collaborate with software developers, vendors, and lines of business to build projects from the ground up.
* I wrote use cases and test cases for online software upgrades and implementations of new software to be launched for our customers nationwide.
* I approve test cases for integration testers and user-acceptance testers for projects to be fully functional and meet legal guidelines.
* I collaborated among hundreds of vendors and coworkers to improve online banking.
* During this time, I helped raise the bank’s Net Promoter Score to the highest ever for online banking for BBVA Compass.
* Originally started as an Integration Tester , but was quickly given a dual role as a Business Systems Analyst. Database skills (SQL) were used in this role to gather data for testing as well as customer service applications.
* Lead Business Analyst for Migration to our new platform in 2017. This included data management, data entry, customer support, and technical team meetings. I was involved in upper management level decisions in how we will handle the process of sun-setting our old platform.
* Automated Script writing and use in Selenium/IntelliJ for nightly tests.
* Currently, I am one of the leads for overall online banking automated testing.
* Project Manager for Production SWOT issues for Online Banking.

**Health Program Support Specialist,** March 2014- April 2015; Full-Time

Lake County Public Health Department, Lakeport, California

Working with a SNAP-Ed USDA federal grant.

* Position requires health education provided to single client sessions to large scale community events.
* Major programs include Harvest of the Month, Rethink Your Drink, and MyPlate nutrition education campaigns. Physical activity state complimented programs to match.
* Developed partnerships with Farm to School programs and bring access to local produce to school cafeterias.   
  Program includes education and outreach at multiple school systems that ages range from Kindergarten to seniors in high school.
* Help develop new school wellness policies for each school district in the county through coordination with school administrators, teachers, food service staff, and physical activity leaders in the community.  
  Research data, data entry, data management and statistical analysis of program are administered and reported by me.  
  Then our findings are presented yearly to show results and outcomes of each program.  
  Duties include providing community outreach programs that affect every aspect of family and child.  
  Fiscal year quarterly, biannual, and yearly statistical reports to be made and presented to the CDPH.  
  ATF tracking and data reports quarterly must adhere to Snap-Ed grant guidelines and objectives.  
  Working community events such as Children's Day Festival, National Public Health Week, and Relay for Life. Marketing program to schools and local agencies to help the overall wellness of the county grow.

**Tobacco Prevention Program,** added to program in August 2014-April 2015

Lake County Tobacco Prevention Program

* Program assistant to LCTPP, state funded for tobacco prevention and education to high risk communities. Duties for this program include: outreach, developing effective outreach programs, statistics reporting, data entry and data results for CDPH reports. Leading a health education coalition and reporting the progress of Tobacco Prevention Program to other local health agencies. Additional duties include being a gateway to community members for resources regarding tobacco cessation and counseling.

**Childhood Lead Prevention Program,** added to program August 2014- April 2015

Lake County Childhood Lead Prevention Program

* Assist with program in medical case management by coordinating with local healthcare providers and public health nurses for lead tests for newborns.
* Tracking and reporting lead cases that are considered a state case to be monitored.

**Lifeguard**, May 2007-August 2007; part-time seasonal

* Alabaster Recreation Club, Alabaster, Alabama
* Performed duties of lifeguarding, CPR, and first aid skills to all members of the recreation club when in danger or in need of assistance.
* Instructed and designed swimming lessons for younger children.
* Helped maintain the pools cleanliness and checked the pools Ph level.

**Park and Recreation** May 2008-2011; part-time seasonal

Alabaster Parks and Recreation, Alabaster, Alabama

* Maintained local parks during soccer, football, and baseball season.
* Duties included running heavy machinery, lawn appliances, and Bobcat tractors.
* Ran scoreboard at youth league basketball games.
* Repaired plumbing, electrical, and structural damages to the government buildings.

**Activities Director**, May 2012-August 2012; part-time seasonal

Indian Hills Country Club

* Lead daily activities for young children.
* Included sports, crafts, and aquatics.
* Marketed the program to members of the club.

**Health Promotion Assistant,** May 2007- July 2007: May 2008- July 2008: May 2009- July 2009

Winamau Florida Hispanic Mission

* Ran health promotion programs at a low-income Hispanic mission in the Tampa, Florida area.
* Programs included nutrition programs along with small cooking classes to teach healthier techniques of cooking.
* Fitness programs for children with emphasis on family focus. Parents were involved in some part of the program.

**Habitat for Humanity Alabama Men’s Soccer Coordinator,** May 2011-July 2011

* Rebuilt houses for tornado victims after the April 2011 storms.
* Duties included instructing 30 team members on building priority and to organize room assignments.
* Met families for the houses that we built and had follow up months later.

**Mental Health Program Rationale Leader, August** 2012- December 2012

* Oversaw and administered mental health program rationale of a large southern university campus.
* Administered 200 mental health surveys across 4 different majors at the University of Alabama.
* Duties included gathering data, processing data, coding data, and then charting the data.
* After charting the data it had to be interpreted into a PowerPoint presentation that included graphs and interactive tables.
* Final results had to be interpreted into a health program rationale that was reviewed by Health Campus association on the campus.
* Overall mental health program rationale was presented to students and public health professionals associated with campus.

**VOLUNTEER**

**EXPERIENCE**

Cystic Fibrosis Foundation Junior Board 2016- Current

Young Professionals of Birmingham Board Member Vice President, 2015- Current

BBVA Compass Volunteer for Sloss Fest 2016

Rebuilt houses for storm victims in Tuscaloosa

Ran church camp at Beth-El Farm Worker Ministry, Wimauma, Florida – This experience included health promotion programs in fields of fitness, nutrition, and family building skills

Soup kitchen volunteer

Soccer coach for new club organization

Head of Volunteering and Community Service for Alabama Men’s Soccer team

**ACTIVITIES**

University Alabama Men’s soccer player/captain 2009-2013

Head of Volunteering and Community Service for Alabama Men’s soccer Team Officer

Tuscaloosa Half-Marathon, March 2013

Mercedes Half marathon, March 2020

Intramural basketball, dodge ball, and soccer for four years; University of Alabama

Club Soccer Coach, City of Alabaster

Birmingham United Soccer Club Region III player and captain 2008-2009

Varsity soccer player Thompson High School 2006-2009

Chosen All County Soccer 2008; Shelby County

Birmingham Jets Soccer Club Division I and Region 3 player 2005-2008

Who’s Who Among American High School Students 2007-2009