

# Frank Roscoe

 Sunrise, Florida  
 305.992.1506  
 [frank.roscoe@computer.org](mailto:frank.roscoe@computer.org)

---

## Core Skills

- Strategic Planning
- Operations Management
- Project Management
- Business Analysis
- Communications and Risk Management
- Employee Staffing and Team Building
- Product Development
- Kiosk Hardware, Software, and Architecture
- Supply Chain and Logistics Management
- Vendor and Contract Management
- Quality Management
- Change/Release Management

## Education

### Villanova University, Villanova, PA

- Master of Science in Computer Science
- Master's Certificate in Systems Programming
- Master of Arts in Mathematics

### West Chester University, West Chester, PA

- Bachelor of Arts in Math/Computer Science

## Professional Experience

### Real Time Technologies – Miami, FL (formally Incomm Agent Solutions)

JAN 2008 – JUNE 2023

#### *Vice President, Strategy & Product Development*

2014-2023

- Managed \$5,000,000 fleet of bill payment kiosks across 17 national US markets.
- Managed warehouse, supply chain and logistics for \$1,000,000+ in kiosk inventory and hardware.
- Developed corporate strategic roadmap for kiosk hardware and software design and infrastructure.
- Managed strategic relationships with corporate divisions, and external partners, vendors, and suppliers.
- Executed complex hardware, software, and infrastructure migrations on 250+ kiosks across 15 states.
- Implemented corporate policy for remote and onsite support and maintenance of kiosk platform.
- Implemented PCI, EMV, ADA, CPNI, and SOC compliance and auditing procedures for kiosk platform.

#### *Director, SSM Division*

2011-2014

- Migrated MetroPCS bill payment kiosks from third-party turnkey provider to completely in-house platform, including kiosk design, fabrication, architecture, software development, and operations.
- Developed formal operational support plan to assist securing bill payment platform for Sprint PCS authorized retailers.
- Launched successful bill payment kiosk platform for Open Mobile wireless telecommunications carrier in Puerto Rico.
- Created extensive video training platform to facilitate support, maintenance, bench repair, retrofit, and migration of kiosk hardware, software, and cabinet enclosures.
- Implemented project to migrate kiosk merchant services and hardware to EMV certified standard.

#### *Project Manager*

2008-2011

- Developed and implemented functional requirements for new kiosk bill payment platform.
- Researched and recommended kiosk hardware and enclosure components.
- Developed formal procedures for Operations, Customer Service, Sales, and Finance to support and manage kiosk platform.
- Coordinated with Information Technology leadership to migrate project management approach to Scrum methodologies and product owner role.

**PEDIATRIX MEDICAL GROUP – Sunrise, FL****2006-2007*****Project Manager***

- Designed and implemented a Project Management Life Cycle using PMI methodologies.
- Created and facilitated intra-departmental Project Management committee to promote best practices, improve communications, and develop standard tools and procedures.
- Created and implemented formal Project Management, Risk Management, Communications Management, Quality Management, Change Management, and Procurement Management processes.
- Designed and implemented a Project Definition process to insure objective prioritization and scheduling of projects across the entire IT portfolio.
- Implemented a cost analysis process for projects with major capital expenditures to insure reliable cost management.

**VEHICLE SERVICE EQUIPMENT – Fort Lauderdale, FL****2002-2006*****Technology Manager***

- Designed and implemented office automation tools using Visual Basic.NET and Microsoft Office Suite.
- Developed and presented business plans for strategic partnerships with executives of existing and prospective equipment manufacturers.
- Designed and implemented the corporate website using Dreamweaver MX and Photoshop CS.
- Designed, developed, and managed all corporate marketing and advertising campaigns.
- Created and designed graphic art and digital images for company website, brochures, technical manuals, presentation materials, and internal documentation.

**Early Career Progression****Software Development Manager, Schlumberger-Sema (formally LHS Communications)      1998-2002****Software Engineer, Verizon (formally Bell Atlantic)      1987-1998**