

# Scott J. Briggs, PhD

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## WHO I AM

I am a strong and high-performing product manager with a successful track record of delivering products and services that provide value to my customers. I am a motivated and confident individual committed to building effective and productive relationships within and across teams, and functional departments including sales, marketing, product development, and operations. I also have a broad and diverse background in technology, which includes hospital supply chain management, electronic health records, data science, and data management methodologies.

## WHAT I HAVE DONE

- Product oversight of item master and charge master hospital data management solutions with cumulative revenue to date of \$15 million since product launch in 2013 and yearly subscriber growth of 30%.
- Managing the planning, development, and delivery of a greenfield enterprise data warehousing, analytics, and application platform leveraging Oracle's high performance Exadata database appliance. Responsible for delivering projects with \$15 million in total budget from 2011–2014.
- Managed the planning, development, and delivery of data warehousing and business intelligence initiatives including acquisitions which supported the growth of an automobile loan portfolio from \$2 billion to \$26 billion over four years.
- Managed the delivery of predictive analytics for decision support and risk management for automobile loan originations and servicing which helped the organization achieve more than \$500 million in pre-tax profit in 2010.
- Created and managed an enterprise service delivery and assurance team which transitioned new products and services to end users which enabled T-Mobile HotSpot to grow from 20 thousand to 1 million customers over a two year period.

## TOP EXPERIENCE AREAS

- |                                     |   |
|-------------------------------------|---|
| • Hospital Supply Chain Management  | • Product Management                            |
| • Health Information Technologies   | • Team Building and Leadership                  |
| • Hospital Revenue Cycle Management | • Risk Analysis and Mitigation                  |
| • Scaled Agile Framework            | • Data Science, Analytics, Statistical Modeling |

## PROFESSIONAL EXPERIENCE

**Product Management Consultant, Data Management Solutions Vizient** (formerly VHA/Novation, Irving, TX (2015–Present))

- Product oversight of item master and charge master hospital data management solutions with cumulative revenue to date of \$15 million since product launch in 2013 and yearly subscriber growth of 30%.
- Communicated with customers to understand product performance, resolve issues, and determine future needs and requirements.
- Created a data management scorecard to communicate with prospective customers the value proposition of item master data management solutions.
- Created yearly product road maps based on customer feedback and competitive intelligence.
- Leveraged the Scaled Agile Framework and SCRUM methodology to support repeatable product releases.

**Project Management Consultant, Data Warehouse/Business Intelligence VHA/Novation, Irving, TX (2011–2014)**

- Managing the planning, development, and delivery of a greenfield enterprise data warehousing and business intelligence platform leveraging Oracle's high performance Exadata database appliance. The objective is to support near real-time reporting and analytics to position Novation's supply chain management business for growth in a changing health care environment.
- The projects include the development and operationalization of an operational data store, data mart, ETL, data center infrastructure, and application development.
- All projects have been delivered under budget.
- Executed a data center move with no issues and minimal down time for customers.
- Performed program and project management, release management, and scrum masters roles.
- Employed Agile-SCRUM, KanBan, and waterfall methodologies where appropriate to deliver projects.
- Utilized MS Project and Rally as tools to plan, manage, and track project details.
- Created and implemented a change and release management process to ensure timely and repeatable delivery of high quality data to customers.
- Received the Western Region Consultant of the Quarter for Q4 2013 in recognition of superior customer delivery.

**Senior Project Manager/Manager, Data Warehouse/Business Intelligence Santander Consumer USA, Dallas, TX (2007–2011)**

- Managed the planning, development, and delivery of data warehousing and business intelligence initiatives including acquisitions which supported the growth of an automobile loan portfolio from \$2 billion to \$26 billion over four years.
- Managed the delivery of predictive analytics for decision support and risk management for automobile loan financing and servicing.
- Managed a team of 4 business analysts in defining, testing, and implementing business requirements, technical specifications, and data analyses.
- Utilized Agile-SCRUM, KanBan, and waterfall methodologies where appropriate to deliver projects.
- Employed MS Project and Rally as tools to plan, manage, and track project details.

**Manager, Project/Program/Release Management T-Mobile USA, Frisco, TX (2005–2007)**

- Managed a team of 8 project managers responsible for planning, development, and delivery of projects for change management, application development, web portal and intranet, mobile devices, WiFi networking, data warehousing, and billing and financial reporting.

**Senior Program Manager T-Mobile USA, Frisco, TX (2004–2005)**

- Create and managed an enterprise service delivery and assurance team which transitioned new products and services to end users. Negotiated service-level agreements to ensure customer satisfaction across the lifetime of the products and services which enabled T-Mobile HotSpot to grow from 20 thousand to 1 million customers over a  $2\frac{1}{2}$  year period. During this time, T-Mobile consistently earned the highest ranking in customer satisfaction from J. D. Power and Associates.
- Managed the development and delivery of a data warehouse to support reporting for marketing, product management, and sales.
- Managed several initiatives to design, implement, and deliver web content and application updates to the T-Mobile HotSpot web site.

**Project Management Consultant Verizon, Irving, TX (2003–2004)**

- Managed the development and delivery of an initiative to consolidate billing and ordering systems to support the rollout of FIOS Internet services across the United States.

**Manager Software Development Alcatel, Plano, TX (2000–2002)**

- Managed a team of 30 software engineers located in one on-shore and two off-shore development centers which developed and delivered a telecommunications switching platform.

**Senior Project Manager DSC Communications, Plano, TX (1997–2000)**

- Managed the development, testing, and integration of embedded software for a new broadband switching product.

**Computer Systems Engineer Raytheon, Garland, TX (1990–1997)**

- Developed computer hardware, firmware, and software for signal processing applications for various customers in the defense and intelligence communities.

## **EDUCATION AND PROFESSIONAL CERTIFICATIONS**

**Ph.D, Public Policy and Political Economy**, University of Texas at Dallas, Richardson, TX

Dissertation: Health Information Technology: Assessing the Impact of Electronic Medical Records in Primary Care. My research was conducted at the University of Texas Southwestern Medical Center where I assessed the impact of the Epic EMR on provider behavior and diabetes quality of care in the General Internal Medicine Clinic from 2000-2009.

**M.B.A., General Business**, Amberton University, Dallas TX

**B.S., Electrical Engineering**, Washington University in St. Louis, St. Louis, MO

**Data Science Specialization**, Johns Hopkins University through Coursera (Expected Finish 2016)

**Stanford Advanced Project Management (SCPM) Certification**, Stanford University, Palo Alto, CA

**Project Management Professional (PMP) Certification**, Project Management Institute, 2003-2013