

SETH SACHER

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Professional Experience

NAVIGATOR LABS, LLC (NAVLABS) | Startup Appian consultancy serving commercial and federal clients

Chief Operating Officer | Aug 2017 – Present

Responsible for all internal operations, such as talent development and project management. Lead Solution Architect for all company projects.

- ▶ **Fidelity Investments** | Investment Operations Helpdesk

A dozen internal helpdesks service all aspects of Fidelity operations and must meet SLAs while resolving customer issues. The Investment Operations Helpdesk application consolidated these separate workflows into a single, uniform process, saving 1,700 man-hours across the department. Served as Architect and Development Lead, responsible for all aspects of functional and architectural design. Ran Sprint 0 exercises to set project vision and scope.

PARETO ADVISERS, LLC | Startup consultancy developing process-based solutions for health IT clients

Process Improvement Specialist | Sept 2016 – Aug 2017

First company employee. Converted founder's problem-solving technique into a repeatable process to be taught to new employees, vital for company expansion. Identified bottlenecks within Helpdesk Operations, created new process diagrams and automated interfaces, and managed a team to deliver MVP on time and on budget.

- ▶ **Chesapeake Regional Information System for our Patients (CRISP)** | User Compliance Checks

Due to the highly sensitive data within CRISP's Query Portal, CRISP Operations staff must regularly verify each user within the system. Managed a team of Salesforce developers to automate the process, which reduced operational overhead by 50%. Increased audit frequency from once per year to every 90 days, which created a more accurate user base.

APPIAN CORP | Enterprise low-code platform industry leader

Quality Engineer | Jan 2016 – Sept 2016

Mitigated risks to the quality of the Embedded, Sites, and Process Modeler features. Facilitated test design sessions with developers, created and reviewed manual test cases for individual features, and created feature regression test plans.

Consultant | Aug 2014 – Jan 2016

Designed, developed, and deployed custom applications for industries such as healthcare, filmmaking, and finance. Gathered requirements, conducted live demos and user testing, and collected customer feedback.

- ▶ **University of South Florida, Morsani College of Medicine** | Fourth-Year Course Lottery

Fourth-year medical courses are in high demand and must be distributed fairly, yet as close to each student's preference as possible. The Lottery Application reduced a four-week-long manual assignment process to a four-hour automated system. Served as Development Lead, responsible for the high-level architectural design of the front-end and back-end systems. Led Sprint 0 artifact discovery and user story creation workshops.

- ▶ **Health Care Service Corporation (HCSC)** | Care Orchestration

The Care Orchestration process identifies members most likely to have a medical event and automatically triggers outreach. Ensured better health outcomes for 1 million members and reduced HCSC claims by \$10M. Designed the high-level architecture and managed day-to-day team responsibilities, such as backlog grooming and story planning, to accelerate development by reducing uncertainty.

Volunteer Experience

RESTON COMMUNITY PLAYERS | Highly-regarded community theater producing award-winning shows for 50+ years

Sound Designer responsible for all audio, such as sound effects, speaker plots, and mixing actor and pit orchestra microphones. WATCH award recipient for *Rock of Ages*. Board of Directors Member-at-Large implementing strategic theater development initiatives, such as acquiring the first corporate sponsorship and analyzing community engagement through ticket sales.

Education

UNIVERSITY OF VIRGINIA | 3.71 GPA, *High Distinction* | Aug 2010 – May 2014

- ▶ **Bachelor of Science** | Mechanical Engineering
- ▶ **Bachelor of Arts** | Physics
- ▶ **Minor** | Engineering Business

Certifications

- ▶ **Appian Certified Level 3 – Top 5% of all Practitioners** | Appian Corp | Jan 2019
- ▶ **Six Sigma Green Belt** | Villanova University | Mar 2016
- ▶ **Professional Scrum Master (PSM) I** | Scrum.Org | May 2015

Skills

- ▶ **Enterprise Low-Code** | Appian, Salesforce
- ▶ **Technical** | SQL, Git, Postman, Balsamiq
- ▶ **Process** | Scrum, Jira, Trello, Confluence