

# Scott Schaffter

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## About Me

I was born in Thailand & grew up abroad, living and working in 11 countries. My career has centered on creating impact internationally. My experience straddles the technical and human - I founded a product development & human-centered design company and have been a software developer and product manager for many of our own and client facing projects. I am most at home bringing people together and helping them turn ideas into tangible solutions (usually with software).

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## Education

### Masters of Science in Organization Development

2014

School of Public Affairs, American University – Washington, DC

- Received academic distinction for a human-centered design & change process with web agency [Grow Interactive](#).
- Designed and facilitated organizational change processes for EMC<sup>2</sup> in South Africa.

### Bachelor of Commerce with Honors

2010

Dual Major: International Business & Management of Information Systems

Sauder School of Business, University of British Columbia (UBC) – Vancouver, Canada

- Semester of business courses in Spanish during an exchange program at Tecnológico de Monterrey, Mexico

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## Work Experience

### Co-Founder & Managing Director

2013-Current

[Bivee.co](#), product development & strategy firm – Washington, DC

Co-founded and managed a design consultancy that builds products and systems for international development clients. We use design thinking and agile development principles to inform our approach to technology and strategy. Highlighted projects below:

#### 2017 - Current: Product Manager & Project Lead

MasterCard Foundation & Consultative Group to Assist the Poor



Won and lead a \$3M project to design and launch an e-Learning platform for banks in East Africa ([gateway.academy](#)). Lead nine-person product development team as Product Manager using agile development and best practice design tools (Pivotal Tracker, InVision, Sketch, Mural & Abstract). The platform was built with Rails and React Native. I designed and facilitated a seven-day Google Ventures based design workshop with banking professionals in Tanzania.

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#### 2018: Product Owner & Lead Developer

USAID & Pathfinder



Developed an open source multi-lingual advocacy tool in Vue / Electron for analysis of country health plans in offline contexts ([view website](#) / [view code](#)).

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#### 2014-17: Product Manager & Lead Developer

The World Bank Group Public-Private Partnerships



Led design & development team to develop a global hub for Public-Private Partnership data collaboration using a central Rails API that connected a variety of Drupal sites and exported automated InDesign files for rapid typesetting ([view website](#)).

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#### 2014-Current: Product Manager

The Centers for Disease Control



Lead design & development team to develop a platform to manage micronutrient survey data that is used to support CDC's field researchers ([view website](#)). Developed with Ruby on Rails.



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#### 2013 & 2015: Guest Lecturer

University of Pennsylvania's Chief Learning Officer Executive Doctoral Program

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Designed and facilitated an interactive session on how to effectively grow and manage online communities. [View website](#) for resources and data from the 2013 session.

## Scott Schaffter

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### Work Experience (continued)

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#### Co-Founder & Chief Operating Officer

2017-Current

[Tela.app](#), a digital health startup for oncology – Washington, DC & Denver, CO

Co-founded and lead product development for an oncology symptom tracking start-up that meets real-world user needs using machine learning.

- Led design & product team of five developers as Product Manager to scale application using React Native & Elixir.
- Implementing A/B message testing with Intercom and Amplitude to apply behavioral economic based interactions.

#### Co-Founder & Director of Marketing

2006-2017

[MusAid.org](#) – Washington, DC | Vancouver, Canada | Vientiane, Laos

Co-founded a non-profit organization dedicated to helping music institutions in under-resourced parts of the world with materials and capacity development. Iterated development approach using human-centered design, involving instructors, students, and government leaders.

- Launched a music exchange & capacity building program in El Salvador in partnership with the El Salvadoran Ministry of Culture. Scaled program to over 15 music schools across Nicaragua, Guatemala, and Belize in partnership with local NGOs.
- Implemented partnerships with music institutions in Vietnam, Laos, Kyrgyzstan, Burma, Afghanistan, and Haiti.

#### Product Manager & E-Learning Specialist

2009-2013

Population Services International (PSI) – Washington, DC

Led the development of PSI's global internal training systems for over 8,000 employees spread across 60+ countries with an human-centered design & agile development approaches. My work resulted in two awards being won (CLO Magazine and ATD).

- Managed web development team to create a new collaborative learning platform focused on performance support and informal learning. Developed with Ruby on Rails. Design tooling: Sketch & InVision.
- Deployed Community of Practice social learning system based linking over 2,800 PSI staff.
- Designed & implemented a custom PHP based e-Learning platform, deployed globally with over 4,000 users for 6 years.

#### Human Resources Recruitment Officer

2008

Vancouver Olympic Organizing Committee – Burnaby, Canada

Supported the recruitment of over 25,000 volunteers and 1,500 paid staff with a focus on information systems and design.

- Recognized the need to improve recruitment efficacy and took initiative to design, develop and deploy a robust Microsoft SQL server and Access based database to house and manipulate the data of over 50,000 volunteer applicants.

#### Community Service

- Founding member of International Students Association of Sauder, UBC Business School – Vancouver, Canada 2007-2008
- Ten-month volunteer community development program – Sonsonate, El Salvador 2004-2005

#### Industry Recognition and Awards

- Awarded \$25,000 for [Tela](#) at Prime Health Competition 2018
- Selected for Sandbox Global Entrepreneur community 2013
- Selected for The Masie Center's 30 under 30 program 2012
- ATD certified trainer 2012
- Team awarded CLO Magazine's Learning in Practice Gold Award for Global Learning 2011

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### Skills & Interests

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**Web Development Skills:** Vue, React, Gatsby, SQL, HTML, CSS, PHP, Ruby / Ruby on Rails, Javascript / jQuery, Git, and VBA.

Proficient management of Wordpress, Moodle, and Drupal. Experience with shared and dedicated server management along with Heroku, Digital Ocean, Google Cloud, Amazon Web Services (AWS), and Kubernetes.

**Design Skills:** Sketch, InVision, Adobe Suite, Abstract, and Mural.

**Interests:** Coffee, photography, travel, skiing, mountain biking, rugby, ultimate frisbee, hiking, [Lenny-ing scam callers](#).