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).

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 EMC² 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

Work Experience

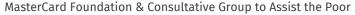
Co-Founder & Managing Director

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







Won and lead a \$3M project to design and launch an e-Learning platform for banks in East Africa (<u>gateway.academy</u>). 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.





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 (<u>view website</u> | <u>view code</u>).



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).



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 (<u>view website</u>). Developed with Ruby on Rails.



2013 & 2015: Guest Lecturer

University of Pennsylvania's Chief Learning Officer Executive Doctoral Program

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

Work Experience (continued)

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
 Ten-month volunteer community development program – Sonsonate, El Salvador
 2007-2008
 2004-2005

Industry Recognition and Awards

Awarded \$25,000 for <u>Tela</u> 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
	Selected for Sandbox Global Entrepreneur community Selected for The Masie Center's 30 under 30 program ATD certified trainer

Skills & Interests

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.