

# Scott Schaffter

---

3521 East 27th Ave Denver, CO • [scott@schaffters.com](mailto:scott@schaffters.com) • 202-258-2640

---

---

## Profile

Entrepreneurial, dynamic and innovative leader with a diverse international background and product development experience. Fluent working ability in Spanish; basic French; beginner Thai and Mandarin.

---

## Education & Industry Recognition

### Masters of Science in Organization Development

2014

School of Public Affairs, American University – Washington, DC

- Received academic distinction for a three-month 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 within International Business: Marketing & Management of Information Systems Co-Op

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

### Industry Recognition and Awards

- Awarded \$25,000 for [Tela](#) at Prime Health Competition 2018
- Launched [PPP Knowledge Lab](#) at European Bank for Reconstruction and Development annual meeting 2015
- Lecturer at University of Pennsylvania's Chief Learning Officer Executive Doctoral Program 2013 & 2015
- 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
- 2nd Place and \$8,000 in seed capital at National "Enterprize" Business Plan Competition 2010

---

## Work Experience

### Co-Founder & Chief Operating Officer

2017-Current

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

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

- Led design & product team to scale application using latest technologies (React Native & Elixir) using agile development
- Finalizing pilots for Q1 2019 with SCL Health, Sarah Cannon (HCA), City of Hope, and YMCA.
- Implementing A/B message testing with Intercom and Amplitude to implement behavioral economic based interactions.

### Co-Founder & Managing Director

2013-Current

[Bivee.co](#), a human-centered design firm – Washington, DC

Co-founded and managed a design consultancy that provides human-centered design systems development, and design strategy consulting services to small-medium sized businesses and international development organizations.

#### Highlighted projects below:

- Consultative Group to Assist the Poor** - Won and led a \$3M project to design and launch an e-Learning platform for banks in East Africa ([gateway.academy](#)). Built with Rails and React Native. Facilitated 7-day design workshop with banking professionals in Tanzania and led product development team using best practice design tools (Pivotal Tracker, InVision, Sketch, Mural & Abstract).
- Global Partnership for Education** - Won and led a 750k project to design a \$60M innovation fund. Managed research, facilitated workshops, interviews, and analysis to provide final recommendations.
- Pathfinder & USAID** - Developed an open source platform in Vue / Electron for analysis of country health plans ([site](#) | [git](#)).
- World Bank Public-Private Partnerships** - Developed 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 reports ([site](#)).

# Scott Schaffter

---

## Work Experience (continued)

---

### Co-Founder & Director of Marketing

2006-2017

[MusAid.org](http://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 and government leaders.

- Launched 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.

### 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 iterative design.

- 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
- President, Campus Association for Bahá'í Studies – Vancouver, Canada 2006-2008
- Ten-month volunteer community development program – Sonsonate, El Salvador 2004-2005
- Assisted a special education program for street children – Bangalore, India 2004

---

## Skills, Interests, & Other International Experience

---

**Web Development Skills:** Vue, React, 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.

### Lived, studied and worked in 11 countries:

Thailand (six years), Vietnam (three years), Romania (five years), India (two years), El Salvador (one year), Kyrgyzstan (five months), China (two months), Mexico (four months), Canada (six years), Laos (four months), USA (current residence).