

# Richard Hewitt

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website: [www.richhewitt.com](http://www.richhewitt.com)

## Demonstrated Skills

- Business requirements gathering, Project Management, and Product Development in healthcare, education, and manufacturing applications
- Able to work closely and communicate technically with software development teams in both Waterfall and Agile projects
- Data analysis using optimization, simulation, multivariate statistics, and data mining methods in Excel, SQL, Tableau, R, SAS, and Python
- Excellent writing skills, published in scientific journals and industry magazines
- Design and visual communication using CAD software, Photoshop, Illustrator, etc.

## Experience

October 2014 -  
present

### **Business Analyst and Project Manager**

*Optum*

- Project Manager and Product Owner on project to build a breast milk delivery service in 2 months for a new \$1.3 billion client, high-visibility project where I reported directly to the OptumRx CEO
- Requirements gathering, UX testing, and UI design to bring prescription refills and wellness opportunities to pharmacy's patient portal and smartphone app
- Developed User Acceptance Testing (UAT) software and processes to lead a new 8-person UAT team in specialty pharmacy

October 2012 -  
July 2014

### **Vice President of Operations and Business Analyst**

*Medeo*

- Designed, built, and managed business and clinical operations of Canada's first virtual clinic; managing a team of 6
- Product Owner of agile development team
- Business requirements gathering from physicians
- Data analysis in Tableau and custom Salesforce development
- B2B SaaS software sales to doctors, allied health, clinics, and large orgs

July 2012 -  
October 2012

### **Consulting Analyst**

*Accenture*

- Communications Lead for a 60-person international testing team on \$300MM, 3-year systems integration project for Fortune 100 financial services company

Nov 2011 -  
May 2012

### **E-learning Specialist**

*SAP*

- Development and quality control of e-learning modules for Business Objects and SAP software products

Sept 2007 -  
Sept 2011

### **Multimedia Developer**

*University of British Columbia*

- Developed multimedia for an African university program in manufacturing
- Developed mobile websites to deliver machinery education to smartphones

Oct 2008 -  
June 2009

### **Founder and Project Manager**

[The LearnCNC Project](#)

- Wrote \$25K grant proposal to secure government funding for the development of an open source, 3D learning module on CNC machinery
- Hired and managed a team of 3 computer programmers and animators
- Scheduled and budgeted project within 1 week of target, 5% under budget
- Business requirements gathering from machinery engineers and experts

## **Education**

Jan 2010 -  
Dec 2011

### **M.Sc. Industrial Engineering**

*University of British Columbia*

- Research in strategic manufacturing software investments using R for data mining, cluster analysis, and multi-criteria decision making methods
- MS and MBA courses in multivariate statistics, business process management, and information risk management

## **Certifications**

**Certified Product Owner, Scrum Alliance**

## **Scholarships**

### **Marshall H. and Nellie Alworth Scholarship**

- \$40K scholarship for studies in the sciences

### **Donald S. McPhee Fellowship**

- \$2K scholarship for graduate students

## **Published Research**

Hewitt, R., Sowlati, T., Paradi, J.C. (2012). **Analysis of Available Software Products in the North American Cabinet Industry**. *International Journal of Management Science*, 5(3):281-296.

Hewitt, R., Sowlati, T., Paradi, J.C. (2012). **Evaluation of strategic software investment for the Canadian cabinet industry**. *Forest Products Journal*, 62(7/8): 597-606.

Hewitt, R., Sowlati, T., Paradi, J.C (2011). **Information Technology Adoption in United States and Canadian Forest Industries**. *Forest Products Journal*, 61(2):161-169.