

# Nickolas Poulin

5993 Andover Ct, Riverside, CA 92506  
(508) 205-9861 - contact@NickolasPoulin.com

## Education

**1999 - 2003      University of Hartford      Hartford, CT**  
Bachelor of Arts, Economics      Barney School of Business (AACSB Accredited)  
Minor: Management Information Systems  
Associate of Arts, General Studies      Hillyer College  
*My GPA was a 3.42 in my major and a 3.8 in my minor. In addition to my required courses, I studied extensively in the area of computer science and also took courses in communications, digital systems logic, calculus, physics, philosophy, creative writing, theater, and prints & illustrations.*

## Experience

2018 – Present      Self Employed      Concord, CA

### **Project Management Consultant**

- *Provided business analysis consulting services to medical software organizations and investment firms.*
- *Provided assistance to medical firms in selecting medical software for their organizations.*
- *Provided project management and technical analysis services for a high-tech residential construction project.*

2017 – 2018      IEHP (Inland Empire Health Plan)      Rancho Cucamonga, CA

### **IT Business Systems Analyst - Business Process Engineer I**

- *Performed feasibility studies for the intake and prioritization of projects for the enterprise project management office (ePMO).*
- *Developed business requirements documents (BRDs) for traditional waterfall methodology projects.*
- *Developed user stories, maintained the backlog, and led daily stand-ups for Agile projects.*
- *Scheduled, organized, and led brainstorming, JAD, RAD, and other sessions as well as interviews and surveys of diverse groups throughout the organization including chief executives, departmental directors, managers, analysts, and subject matter experts (SMEs), IT architecture and development staff, database staff, IT systems staff, and quality assurance resources.*
- *Performed detailed gap analysis and drafted activity diagrams, data-flow diagrams, mindmaps, process flow diagrams, and others to better elicit requirements and improve communication amongst stakeholders.*
- *Constructed wireframes in Visio and Powerpoint, the latter of which enabled SMEs within the business to more easily contribute their ideas for possible changes or backlog additions.*

- *Performed project coordinator and project manager functions, in addition to analysis, for multiple projects during times of inadequate staffing within the ePMO.*
- *Attended over 40 hours of Lean training and 32 hours of PMI-PBA training.*

2013 – 2017      HSTpathways      Lafayette, CA

**Technical Business Specialist (2017)**

- *Managed the integration of a proprietary electronic health record software (HSTeChart) with third party patient monitor hardware via HL7 and non-standard formats by communicating and brokering agreements with vendors, obtaining and setting up test equipment, installing the finished interfaces, and training end users.*
- *Performed a feasibility study on possible methods of converting from RoboHelp to MadCap, and eventually developing a semi-automated method of publishing help files without the need of a technical expert, allowing SMEs to contribute content directly to source files which were a series of Word documents contained in Sharepoint, which also enabled better traceability.*
- *Planned and performed a 48 hour long migration of dozens of interfaces, coinciding with the simultaneous migration of databases from 3 separate systems into a single new system.*
- *Drafted a complete set of IT and physical security policies and procedures.*
- *Edited and ran prewritten SQL scripts to configure and install file transfer interfaces.*

**Senior Product Analyst (2014 – 2017)**

- *Primarily responsible for the business analysis work behind the eChart project (see below).*
- *Coordinated with and directly assisted the sales team in selling the future eChart product.*
- *Continued responsibilities of previous application trainer title, but on an infrequent basis.*

**HSTpathways eChart Project (2014 – 2016)**

- *Designed an amazing electronic health record product that sets bold new standards in a nearly stagnant industry.*
- *Generated multiple key differentiating features of the software such as BLOC functionality (a customize-able modular design style), a custom client workflow framework, LiveEdit (collaborative real time editing functionality), and more, introducing leading edge software features into a market where little innovation exists.*
- *Designed and codified all of the original product wireframes using Adobe Fireworks to create interactive, demonstrable models.*
- *Coordinated multiple third-party vendor interactions such as acquiring a license to use a copyrighted pain scale and negotiating a contract with a prescription drug database company.*

### **Application Trainer (2013 – 2014)**

- *Managed software implementation projects for ambulatory surgical centers, ensuring that clients were not only capable of using the software, but were using it in such a way that would enhance their business by increasing revenues and reducing costs, making them not just clients, but vocal advocates for our company.*
- *Provided in-house IT support to all of the non-IT staff.*
- *Performed sales demonstrations to prospective clients and presented at trade shows.*
- *Managed a proprietary HL7 interface engine, installing new instances and debugging errors caused mostly by incorrectly formatted segments from third parties.*

2010 – 2013      Self Employed      Los Angeles, CA

### **Project Management Consultant**

- *In what was one of the biggest compliments I've received in my career, after giving notice for my departure from Amkai, I was asked to continue servicing the company on a contract basis.*
- *Managed the implementation of various electronic health record (EMR/EHR) and administrative software solutions, in addition to providing training and support for all levels of staff ranging from surgeons and administrators to front desk employees.*
- *Performed clinical and administrative workflow analysis, hardware and network equipment purchasing, setup, and maintenance, and general end user support.*

2007 – 2010      Amkai, Inc.      Waterbury, CT

### **Senior Implementation Project Manager – Client Services**

- *Managed implementation projects for proprietary medical administrative and electronic medical record software systems (AmkaiCharts and AmkaiOffice), including ensuring hardware requirements were met, obtaining authorization for travel expenses, examining and improving all business processes and workflows to ensure alignment with the soon to be adopted modern information systems, performing on site training, support, and workstation debugging, and providing post implementation support.*
- *As one of the few employees working with certain client types, I acted as the subject matter expert and business analyst for a large number of application development projects.*
- *Assisted third party IT vendors with the configuration of servers to prepare for the installation of the AmkaiCharts and AmkaiOffice software packages which required the configuration of domains, DCOM (Distributed Component Object Model) security, and firewalls, as well as the installation of MSSQL and various virtual desktop or application publishing systems.*
- *Assisted third party IT vendors with database management activities such as performance monitoring, memory allocation, and backups.*
- *Performed detailed research and analysis into performance issues at various client sites; on two occasions, earning apologies from client chief executives or administrators after identifying problems caused by their own IT support staff.*

- *Interviewed clients for the design and development of custom modifications to our proprietary software for its use in a Urology clinic, mocked-up the screens in a simple Word document which they could edit to provide feedback, and developed the final product using a proprietary RAD GUI tool, Delphi scripting, and a proprietary reporting tool templated via HTML.*
- *Researched the regulatory requirements of monitoring fall risk in ambulatory surgery patients and then designed, developed, documented, and performed quality assurance testing on the fall risk module for an electronic medical record currently in use throughout the US and Canada.*
- *Converted legacy systems through an iterative process of writing SQL scripts to clean up incompatible table content, running conversion utilities, and running software updates, documenting the entire process in sufficient detail so that it could be handed off to third party IT support staff at remote locations to execute on servers for which we did not have remote access.*
- *Determined requirements for and tested HL7 and file transfer interfaces*

2003 – 2006      BTM Corporation (Formerly Enamics)      Stamford, CT

#### **Commercialization Specialist**

- *Performed competitive analysis of similar vendors in the market.*
- *Managed many portions of the Systems Development Life Cycle (SDLC), including requirements definition, quality assurance (QA), and documentation.*
- *Created all help files, installation guides, usage guides, and release notes.*
- *Maintained and produced content for all forms of media distribution including websites, press releases, and printed publications which included multiple books.*

#### **IT Skills**

- Experienced in the use of Microsoft Project & Visio, Workfront, CaseComplete, Mindjet MindManager, Adobe Fireworks, and Open Source Evolus Pencil.
- Experienced with Microsoft's Team Foundation Server (TFS) and Sharepoint, RoboHelp and Madcap help text software, and Open Source MantisBT, Atlassian's JIRA, and Seapine's TestTrack development software.
- Highly trained in the use of HST pathways and eChart software, Amkai Enterprise Office and Charts software, and familiar with Source Medical's AdvantX.
- Expert in data entry, word processing, spreadsheet, presentation, and accounting software, including but not limited to the full Microsoft Office Suite (Word, Excel, Powerpoint, OneNote, and Outlook).
- Entry level programming experience in Basic, C, C++, Delphi, HTML, JavaScript, PHP, SQL, Unix Shells, Visual Basic, XML, XHTML.
- Experienced in the installation, configuration, and remote management of Microsoft based workstation, server, database, virtualization, and network application publishing software.
- Experienced in software, hardware, and network performance evaluation, optimization, and debugging.

**References Available Upon Request**