

Nickolas Poulin

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Summary

Results-oriented professional with proven analytical and problem-solving skills, adept at data analysis, reporting, and process improvement. Excellent communication and interpersonal skills, with a strong ability to collaborate effectively with cross-functional teams. Proficient in Microsoft Office Suite, including Excel, and experienced in project management and KPI tracking. Detail-oriented and capable of multitasking in fast-paced environments.

Experience

Dolls Kill, Riverside, CA **Business Analyst & Project Manager** 07/2020 - 05/2024

- **Full Technology Stack Product Manager & Process Improvement Professional**
 - Championed technological advancements, leveraging full-stack expertise to develop forward-thinking product strategies and enhance overall business performance.
 - Orchestrated a successful import duty drawback initiative, resulting in substantial cost recovery exceeding \$4 million for the organization.
 - Conducted comprehensive data analysis and financial modeling of operations and inventory data for the purposes of loan acquisition and both regulatory and audit compliance.
 - Provided business analysis and project management services to the engineering team for the conversion from proprietary software to the NetSuite ERP as the internal system of record.
- **Third Party Logistics (3PL) Offshoring Project Manager**
 - Managed the logistical and technical aspects of the conversion from in-house distribution to a nearshore 3PL in an effort to hit budgetary targets by taking advantage of Section 321.
 - Wrote reports in a native WMS tool and used Looker generated SQL queries to create EDI files for the seeding of the 3PL's WMS and for the transmission of inventory transfer bills of lading.
 - Fostered strong partnerships with stakeholders, facilitating smooth communication and alignment across all project phases.
- **Warehousing Technology and Process Data Analyst**
 - Developed data-driven productivity tools, enabling process improvements that led to over 50% faster order picking in warehouse operations.
 - Maintained all warehouse and distribution center tracking and reporting of staffing levels, budgetary targets, and other KPIs and presented them to operations and finance executives.
 - Led the data gathering and communications between the finance department and multiple auditing agencies to provide accurate reporting of assets on hand.
 - Spearheaded digitization of warehouse processes across Inbound, Outbound, and ICQA departments, enhancing error reduction and traceability.

N.P. Consulting, Concord, CA **Consultant** 10/2018 - 07/2020

- **Medical Administration Consultant & Architectural Project Manager**
 - Business analysis consulting services for medical software organizations and investment firms.
 - Project management and technical analysis services for ambulatory surgery centers and high-tech residential construction projects.

IEHP, Rancho Cucamonga, CA

Business Analyst

10/2017 - 10/2018

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

- Conducted feasibility studies for ePMO project intake, developed BRDs and user stories, and led Agile stand-ups, enhancing project prioritization and execution.
- Facilitated diverse stakeholder sessions, from executives to SMEs, improving communication and requirements elicitation across the organization..
- Performed gap analysis, crafted various diagrams, and completed extensive Lean and PMI-PBA training, elevating project management capabilities.
- Created interactive wireframes in PowerPoint, enabling SMEs to contribute ideas directly, fostering a more inclusive design process.
- Filled in as project coordinator during staffing shortages, ensuring continuity and timely delivery of multiple ePMO initiatives.

HSTpathways, Lafayette, CA

Business Analyst & Project Manager

06/2013 - 10/2017

- **Technical Business Specialist**

- Engineered advanced HL7 and non-standard integrations, bridging proprietary EHR software with patient monitors and other hardware, streamlining data flow and enhancing care delivery.
- Constructed a documentation management and authoring system by creating Microsoft Office Suite templates and a defined process for importation and deployment through MadCap Software allowing non-technical resources to deploy all software documentation.
- Planned and performed 48 hour long migration of dozens of interfaces, coinciding with the simultaneous migration of databases from 3 separate systems into a single new system.
- Crafted comprehensive IT and physical security policies, ensuring robust protection of sensitive information and assets.
- Refined file transfer interfaces through SQL script optimization, boosting system efficiency and enhancing data management processes.

- **Senior Product Analyst**

- Headed the development of a groundbreaking electronic health record system, introducing novel features to revolutionize a stagnant industry. (see HSTpathways eChart Project below).
- Bridged gap between product development and sales, ensuring eChart met market needs.
- Continued mentoring and training responsibilities, fostering team growth while balancing senior product analyst duties.

- **HSTpathways eChart Project**

- Pioneered the eChart project from concept to market-ready product.
- Conceptualized and implemented key differentiators like BLOC functionality (a customizable modular design style), a custom client workflow framework, LiveEdit (collaborative real-time editing functionality), and more, setting new standards for collaborative healthcare software.
- Drafted interactive product wireframes using Adobe Fireworks, translating complex healthcare processes into user-friendly interfaces.
- Guided a team of subject matter experts through the decision making process of selecting user interface elements to meet use case and regulatory requirements.
- Negotiated multiple third-party vendor relationships, securing vital resources such as copyrighted pain scales and prescription drug databases.

- **Application Trainer**

- Implemented complete surgical center software solutions, driving measurable improvements in client revenue generation and cost reduction, transforming clients into brand advocates.

- Provided comprehensive internal IT support to non-technical staff, resolving issues promptly and improving overall productivity across departments.
- Managed a proprietary HL7 interface engine, installing new instances, troubleshooting complex errors, and ensuring seamless data integration with third-party systems.

Amkai, Waterbury, CT

Implementation Manager

01/2007 - 05/2013

- **Project Management Consultant**

- Retained by the company on a contract basis after giving notice of my intent to leave.
- Conducted comprehensive workflow analysis, optimizing EMR/EHR implementations for healthcare facilities, enhancing operational efficiency across diverse staff levels.
- Delivered exceptional end-user support, fostering seamless adoption of new technologies and ensuring uninterrupted healthcare service delivery.

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

- Led implementation projects for Amkai Enterprise software including Amkai Office and Amkai Charts, ensuring hardware, software, and process alignment.
- Acted as subject matter expert and software engineer for application development of custom, non-surgical use-cases, such as physicians practices and sleep labs, using proprietary WYSIWYG design tools, the Delphi dialect of the Object Pascal programming language, and HTML report writing.
- Installed, configured, and managed Microsoft Windows, Citrix, VMware, and Apache Web servers and Microsoft SQL databases to support software installations.
- Conducted in-depth performance issue analyses, identifying root causes and implementing solutions that earned client executive recognition.
- Researched National Patient Safety Goal documentation requirements such as those for fall or infection risk, and then designed, developed, and tested appropriate solutions.
- Determined requirements for and tested HL7 and FTP interfaces, improving interoperability of healthcare systems.
- Customized Microsoft SQL scripts for the conversion of Source Medical's AdvantX databases to Amkai's structure and for the upgrade of custom, non-compliant installations.

BTM Corporation, Stamford, CT

Commercialization Specialist

06/2003 - 12/2006

- **Commercialization Specialist**

- Conducted market analysis of competitor vendors, enhancing strategic positioning.
- Managed SDLC including requirements, QA, and documentation, ensuring project success.
- Authored comprehensive help files, install guides, and release notes, improving user experience.
- Produced content for websites, press releases, and publications, expanding media reach.
- Maintained consistent and accurate content across all media, supporting brand integrity.
- Made use of the Microsoft Office Suite including Microsoft Word, Microsoft Powerpoint, Microsoft Excel, and Microsoft Outlook, as well as Microsoft Source Safe, RoboHelp, and Seapine TestTrack (now Helix ALM by Perforce Software).

Education

University of Hartford

West Hartford, CT

B.A. Economics

Minor: Management Information Systems - Barney School of Business - (AACSB Accredited)

Certifications

PMI Professional in Business Analysis (PMI-PBA)

Credential ID 2215377

Project Management Institute

Issued 06/2018 - Expires 06/2027

Lean Six Sigma Green Belt

Credential ID XtaAYDrWDA

The Council for Six Sigma Certification (CSSC)

Issued 08/2018