

Shawn Pickett

spickett84@gmail.com ❖ (217) 549-9548 ❖ Cincinnati, OH ❖ [linkedin.com/in](https://www.linkedin.com/in/shawnpickett) ❖ shawnpickett.tech

EXECUTIVE SUMMARY

Strategic and transformative leader with extensive experience in steering complex operations and pioneering technological advancements across healthcare, education, and tech sectors. Expert in aligning technology development with strategic business goals, improving operational efficiency, and facilitating competitive growth. Adept in software and product development with a proven record of delivering robust business solutions. Seeking an executive-level position to leverage a deep understanding of corporate leadership, digital innovation, and operational excellence.

PROFESSIONAL EXPERIENCE

Fortive / Fluke Health – Glenwood, IL *Director of Radiation Safety Support Services* | May 2016 – Present

- Pioneered technology adoption, enhancing compliance by 30% and operational efficiency by 50%.
- Developed software that automated complex processes, some recent examples include: MyLDR Report Automation, Zendesk Call Sentiment Screening, Automated PowerPoint Creation.

Sarasota Memorial Healthcare System – Sarasota, FL *Manager - RSO/LSO* | Jul 2012 – May 2016

- Managed Nuclear Medicine and Non-Invasive Cardiology, achieving cost reduction while increasing services.
- Executed roles as Radiation and Laser Safety Officer ensuring compliance with regulations and accreditation.

University Medical Center – Lubbock, TX *Nuclear Medicine Technologist* | Mar 2009 – Jun 2012

- Performed diagnostic and therapeutic procedures, my passion was patient safety and result accuracy.
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EDUCATION

Webster University – St. Louis, MO *Master of Business Administration* | May 2015

Midwestern State University – Wichita Falls, TX *Bachelor of Radiologic Science* | May 2011

TECHNICAL SKILLS & COMPETENCIES

- **Software Development:** Expertise in development frameworks and coding languages including Python, JavaScript, React, Node.js, Next.js, HTML, CSS, Tailwind, SCORM, LMS, and many more.
 - **AI Development:** Experienced in building end-to-end workflows using LLMs from OpenAI, Anthropic, Google, and others. Building RAG frameworks on custom data using local and cloud databases is a passion.
 - **Platform Management:** Proficient in data services and building production level workflow tools from scratch, including APIs from Azure, AWS, Supabase, Google Cloud, Zendesk, Salesforce, Microsoft Dynamics 365, etc.
 - **Data Analysis & Automation:** Skilled in using AI/ML for forecasting, decision making, process optimization and analytics. Recently, I built a tool that analyzes all Zendesk incoming calls for customer sentiment using AI.
 - **Product Development:** Owned multiple technical products and services from development to delivery.
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LEADERSHIP & SOFT SKILLS

- **Strategic Leadership:** Expert in crafting long-term strategies that drive growth while managing risk. Proven leader in both onsite and remote environments, focused on fostering innovation and high performance.
- **Effective Communication:** Skilled at simplifying complex concepts for diverse audiences. I cultivate open dialogue, encouraging my team to share ideas and participate actively.
- **Innovation & Positivity:** Creative problem-solver with a forward-thinking mindset. My positive attitude inspires support and collaboration for challenging projects and continuous improvement.