

## Shawn Pickett

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### Education

<b>Webster University</b> Master of Business Administration	St. Louis, MO 2015
<b>Midwestern State University</b> Bachelor of Radiologic Science	Wichita Falls, TX 2011
<b>University of Findlay</b> Certificate in Nuclear Medicine Technology	Findlay, OH 2009

### Experience

<b>Fluke Health Solutions</b> <b>Director of Radiation Safety Support Services</b> <ul style="list-style-type: none"><li>Developed product and service lines for radiology healthcare, growing the business from \$0 to over \$2.5M in recurring revenue.</li><li>Leveraged AI to automate over 1000 hours of labor for multiple technical teams.</li><li>Created AI powered customer sentiment analyzer bot that analyzes customer service calls.</li></ul>	Glenwood, IL May 2016 – Present
<b>Sarasota Memorial Healthcare System</b> <b>Manager of Non-Invasive Cardiology/Nuclear Medicine</b> <ul style="list-style-type: none"><li>Rebuilt Radiation Safety Program resulting in annual savings of \$300K along with increased compliance demonstrated through state/accreditation inspections.</li><li>Managed a large team of interdisciplinary leaders and staff.</li></ul>	Sarasota, FL July 2012 – May 2016
<b>University Medical Center</b> <b>Nuclear Medicine Technologist</b> <ul style="list-style-type: none"><li>Performed diagnostic and therapeutic procedures in Nuclear Medicine and Computed Tomography.</li></ul>	Lubbock, TX March 2009 – June 2012

### Leadership & Activities

- 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.

### Skills & Interest

- 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, Azure, 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 using services such as: Azure, AWS, Supabase, Google Cloud, Zendesk, Salesforce, Microsoft Dynamics 365, and more.
- Data Analysis & Automation:** Skilled in using AI/ML for forecasting, decision making, process optimization and analytics. Recently, I developed a tool that analyzes customer service calls to identify upsell opportunities using AI.
- Product Development:** Owned multiple technical products and services from development to delivery.