

Summary:

Technically skilled project manager with expertise in project life-cycle frameworks, quality assurance and change control in software development, implementation, and vendor management involving multiple simultaneous work streams. Experienced in Agile, Scrum, and the management of software development teams, business analysts, and vendors. Significant vertical experience in Health Insurance Plans, Real Estate, Mortgage Banking, Manufacturing, and Pricing Models.

Certifications:

PMP	Project Management Professional (active)
CSM	Certified Scrum Master (Scrum Alliance)
ITIL	Information Technology Infrastructure Library
AMP	Accredited Mortgage Professional (Mortgage Bankers Association)
MCTS	Microsoft SQL Server Administration (70-431)
AZ-900	Microsoft Azure Fundamentals
DP-900	Microsoft Azure Data

Education:

Mihaylo School of Business & Economics		
MBA	Information Systems	2000
California State University, Fullerton		
BA	Management Science	1997

Core Competencies:

Project Management: Experienced in PMBOK, Classic System Development Life Cycle (Waterfall), Agile / Scrum / Kanban, Jira, Confluence, ServiceNow, Workfront, ITIL Service Management. Gantt charts, Project Charters, Budgeting, Communication Plans, Release and Change Management, Project boards, Developing KPIs, Burndown charts, Risk Management, RAID logs, and RACI grids. Experienced in Business Analysis and construction of testable requirements, as well as communication to stakeholders and vendors. Work Breakdown Structures, resource allocation, and budgeting. Excellent communication skills and dedicated to staff development.

Software & Database: Microsoft SQL Server database development, performance tuning, and administration. Visual Studio (2010-2022). C#.Net, XAML, SQL Server Integration Services, Reporting Services, Power BI, Database High Availability, Disaster Recovery. Oracle 10g - 19c, MySQL, Linux (Ubuntu), SAS, PowerShell, Virtual Machines (VMware, VirtualBox, and Hyper-V), SharePoint, Git, Microsoft Teams. Visio, Smart Sheet, Microsoft Project, Excel macros, VBScript, Jupyter Notebooks, Python, Highly skilled in Data Analysis

Rick Bellows

Experience:

05/2023 - 07/2025 Validien Solutions, LLC. Self Employed Irvine, CA
Consultant in Project Management, Microsoft Azure, and mobile application development.

Recent project management work for clients:

- *Prestige Enterprise Realty*: Business requirements, test plans, construction and delivery of in-house mobile application (BrokerTrac) for Android phones and tablets. System coordinates key data for real estate agents and brokers, with upload to Azure cloud storage.
- *Kill Devil, LLC*: Project documentation and testing for company developing flight simulation software.

07/2021 - 01/2023 Kaiser Permanente IT Project Manager Oakland, CA (remote)

Project management, team coordination, and database support in a Pricing Systems & Data Operations department. Prepared project charters, scope definitions, stakeholder communication plans, to formally coordinate team efforts. Responsible for successful on-time delivery of the All Payers Claims Database to the California Department of Health Care Access & Information (HCAI). Managed the team that delivered this complex regulatory requirement for covered entities earlier than any other health plan across California. Coordinated delivery of multiple data-related projects simultaneously, on claims, pharmacy, eligibility, underwriting, and providers. PM Scrum Master for Agile and Kanban boards in an IT operations group, extracting regular reports to Covered California, Voluntary Benefits, Integrated Healthcare Associates, On Point, and a diverse set of matrix-based internal team members and external business partners. Prepared statements of work, fielded proposals, and led a data governance project to document and control data sources and destinations for customer exports. Provided recommendations for streamlining tasks, adoption of reusable modules, and data life-cycle requirements. Organized and conducted meetings on test plans, requirements, validation of results, presenting status to stakeholders and executive project sponsors. Technical: SQL Server, Oracle, SAS, Power BI, Jira, Confluence, Microsoft Project, Teams, SharePoint, PowerPoint, Power Automate.

10/2015 - 08/2020 Tallan (a division of EY) Sr. Consultant Santa Ana, CA)

Technical Operations and Project Management on a complex Encounter Data Management System built for client Inland Empire Health Plan, the largest non-profit Medicaid plan in Southern California. Worked with DHCS (California Department of Health Care Services) and CMS (Centers for Medicare and Medicaid Services). Responsible for EDI 837 X.12 documents and reconciliation of 45 million encounters to DHCS and CMS. Used a hybrid (Waterfall and Agile) approach to coordination of software development and operational implementation. Directed project activities to ensure effective risk management and on-time, on-budget delivery while maintaining client stakeholder satisfaction. Prioritized and led data and technical remediation on rejected and denied transactions, preventing the loss of over \$10 million in potentially lost reimbursement from agencies to client and participating hospitals with complicated inpatient data issues. Produced reports on quality metrics (QMED), Adequacy, and Medicaid / Medicare data validation errors. Significant use of Jira and Workfront, tracking tickets, issues, and stories for project management presentations. Extensive research and business analysis on Medicare and Medicaid program requirements for health insurance plans.

Rick Bellows

04/2011 - 06/2015 Bank of America Assistant Vice President Tustin, CA
Database and software support for Mortgage-Backed Securities and Collateralized Debt Obligation Systems. Provided business and technical analysis for highly complex project-related issues regarding the sale and transfer of Global Securities to US Bank, including archival of data and files to long-term storage (IBM Optim & EMC Documentum). Constructed a scheduling-tickler system to serve a cash-management department tracking various upcoming tasks to be completed such as tax, regulatory filings, and upcoming disbursements. Report development in Cognos / Oracle data warehouse for Global Wealth Management Group on commercial securities. Promoted to Application Manager and Assistant Vice President. Received Platinum Award for outstanding performance on project delivery.

05/2010 – 01/2011 US Real Estate Services Contractor Lake Forest, CA
Programmed, tested, and implemented the integration of OneWest Bank to the RESNET REO management system. Used agile programming (scrum, test driven development, sprints) as point of contact for customer. Tracked all scope decisions, progress, and projected vs. actual efforts to deliver implementation on schedule. Analyzed and coded schemas (900+ data points) for transfer of 30K properties into tables and attachments of real estate owned to the RES.NET system. Performed database performance troubleshooting and legacy transition from MySQL to SQL Server 2008. Built ETL packages with SQL Server Integration Services to populate and maintain property data for real estate web-portals. Technical: Visual Studio 2010 .Net 4.0, C#, Web Services, XML, XSD, SQL Server 2008 R2, SSIS, MySQL, JIRA, Toad, Redgate, Microsoft Project, Visio, Stylus Studio.

07/2007 - 07/2009 Arch Bay Capital Database Specialist Irvine, CA
Planned and constructed an asset management system to support a start-up investment company specializing in acquisition of whole loan pools. Built milestone and process templates for Bankruptcy, Foreclosure, Loss Mitigation, Short Sale and Loan Modification on data from Fidelity MSP servicing system. Worked with data vendors and servicers, exchanging data over secure FTP. Incorporated CoreLogic, Case-Shiller, Radar Online RPX, property appraisal, credit and economic data into pricing models. Implemented a loan-level pricing model using probability-based outcomes for discounted future cash flow projections. Performed data cleansing, mapping, and boarding of seasoned mortgage information for purchase and servicing transfer. Secured sensitive borrower data using encryption, and implemented security provisioning for role-based logins for users. Provided database support as company ramped from start-up to \$2 billion in assets, including buildout of IT team. Technical: SQL Server 2005, SSIS, SSRS, Data Warehousing, Access 2007, Excel 2007, Microsoft Project.

08/2004 – 05/2007 Option One Mortgage Project Manager Irvine, CA
Managed 40 credit report integration projects ranging in size from \$30K to \$200K in budget, using matrix-based resources. Identified alternatives and risks with business units and program managers to plan and balance company priorities. Provided oversight and management of data schemas and compliance (ECOA, FCRA, FACTA, GLB, RESPA, HMDA) regarding mortgages. Provided use-case diagrams, sequence and data-flow illustrations in Visio and PowerPoint to model business processes for new and existing web-based components. Constructed business requirement documents, functional specifications, test plans, and managed deployments during release windows.

Rick Bellows

Implemented initiatives in vendor billing, pricing, and compliance. Negotiated contracts, pricing, and Service Level Agreements. Developed SQL Server scripts and stored procedures to monitor SLA and Quality of Service metrics with data vendors. Provided expertise in custom risk score, score model validation, and automated underwriting projects. Subject Matter Expert on credit report data and MISMO data standards. Credit Workgroup Representative: 2004-2007. Authored documentation for loan setup personnel and assembled training seminars on credit scoring models for brokers. Reduced average per-application cost of credit reports saving over \$2 million per year. Increased Broker retention by 24% due to ability to import original credit reports with loan packages. Technical: SQL Server 2000, XML, XSD, XSLT, Web services,

02/2003 - 04/2004 IndyMac Bank Project Manager Pasadena, CA
Project management in Secondary Marketing using formal SDLC framework on large web-based mortgage banking systems. Authored project charters, business requirements, functional specifications, test plans and risk management plans. Managed a group of 5 quality assurance testers, reporting progress to business unit owners, senior leadership, and PMO. Assigned tasks, deliverables, scheduling of resources. Subject Matter Expert in various credit report interfaces and Fannie Mae decision engine. Managed multiple projects simultaneously with complex interdependencies, securing in-house resource commitments from IT and business units in a matrix-based organization. Organized meetings and managed system upgrades and deployments. Responsible for entry and maintenance of product restrictions, documentation requirements, and loan guidelines in rules system (BRASS), to support the risk-based pricing system (e-MITS). Used SQL Server 2000 to develop exhaustive testing protocols for automated underwriting rules. Member of Business Continuity Team, participating in weekend disaster recovery drills. Technical: SQL Server 2000, XML, Microsoft Project, Visio, Desktop Underwriter, Loan Prospector.

01/2000 – 12/2002 National Realty Trust Project Lead Mission Viejo, CA
Client/Server programming on a Real Estate closing application (Trident) for 900 branches of ERA, Coldwell Banker and Century 21. Designed an Accounting Interface to Epicor e7 financials, allowing 1 day turnaround on agent commission checks. Development in Microsoft SQL Server 7.0 and 2000. Stored procedures, table design, T-SQL, DTS packages and testing. Led 5 developers through project life cycle. Authored extensive documentation and analysis of real estate accounting. Technical: SQL Server 7.0, 2000, Epicor ERP system, Visual Basic 6.

05/1999 – 01/2000 People 1st Technology Group Consultant Irvine, CA
Systems Analyst / Programmer with a start-up consultancy firm specializing in B2B e-commerce, converting clients to the ROI Manage 2000 ERP system. Custom programming for EDI system working with several Value - Added Networks (St. Joseph Software, Sterling, Perwill, SPS Commerce). Led UPC compliance for clients to trade with large retailers. Extensive programming in Unidata and bar code printers. Provisioning Windows NT servers, bar code scanners, bar code label printers, and various equipment in client distribution warehouses in Southern California. Technical: ANSI X.12 EDI: sales order, purchase order, advance shipping notice (810, 850, 855, 856, 999), SQL Server 7.0, Visual Basic 6.0, Unix, Windows NT, Unidata RDBMS, bar coding.

Rick Bellows

02/1994 – 05/1999 Kelley Blue Book Database Programmer Irvine, CA
Primary database programmer on a sophisticated pricing model of vehicle resale values which synchronized data among publications of varying frequency. Partnered with editorial staff to elicit business and functional requirements of system to program and test, producing extensive documentation. Created automated statistical validation and visualization system to illustrate, verify and improve integrity of information products. Built a VIN decoding and auction-tracking system which saved 40 hours per week of manual data entry. Created utilities to import and export data to partners for the initial KBB.com website. Technical: Advanced Pick DBMS, Microdata Reality, Visual Basic 5, Excel, VBScript, Minitab, SAS.

06/1992 – 01/1994 Managed Care Administrators Programmer / Analyst Del Mar, CA
Database programming on a claims processing system for a third party administrator (TPA) of self-funded health insurance benefits. HIAA certified. Performed specialty programming for major customers: PacifiCare, Physicians Mutual Insurance, Employee Benefit Plans. Developed a system for reconciliation of Wells Fargo B2B check clearing data, saving 30 manual hours per week. Created a Medicare resubmission system which recovered \$300,000 within six months of implementation. Technical: Sequoia 400, Unix, Pick DBMS, Health Insurance Claims Tracking System.

04/1988 – 06/1992 Reagents Applications Inc. Systems Developer San Diego, CA
Developed a full chemical inventory tracking and formulation planning system for a small bio-chemical manufacturer. System handled material manufacturing planning, sales and purchase ordering, inventory costing, labeling and tracking of raw, intermediate, and bulk materials. Brought in a system capable of forward and backward lot-based chemical inventory tracking, and management reporting for FDA compliance. Responsible for database programming, administration, terminals, printers, and PCs. Took a company from an entirely paper-based manufacturing tracking, to full computerization with terminals throughout the office and manufacturing floor in less than two years.