

Mark W. Rice

Duke MBA

Clemson MS, Computer Science

Certifications: CSM, CSPO, Scaling Scrum

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Agile Coach

Agile coach with substantial experience in coaching/leading diverse groups to be continuously improving, self-organizing teams focused on delivering customer value early and often.

Background Summary: Coaching – Leadership - Computing

Background includes Duke MBA with strong **business leadership experiences** (12 years); MS in Computer Science from Clemson with strong **hands-on software engineering experience** (16 years); 20 years of progressive experience in **coaching/leading** diverse teams and in a wide spectrum of industries. Co-taught ScrumMaster course (CSM) and Product Owner course (CSPO). Also was honored with The Fuqua School of Business **Distinguished Service Award** (2 out of a class of 400).

EXPERIENCE

Southern Vision Associates (dba Atmore Vision Center), Atmore, AL **1/2012 – Present**

Coach / COO for a two-site optometrist practice providing clinical eye care and higher end eyewear.

- Change leader with full P&L responsibility (in a flat market). **Tasked to revamp the company.**
- Championed Agile engaging/influencing both management and staff radically changing culture.
- We grew revenue by 6.9% (2012), 7.6% (2013), 12% (2014) after their 4% slide (2011)

Baker Healthcare Consulting Group, Nashville, TN **9/2010 – 12/2011**

Consultant/Coach

Practice assessment, recommendations and follow through guidance.

- Guided in leadership, strategy, tactics and staffing.

Volunteer State Community College, Gallatin, TN **11/2010 – 12/2011**

Instructor re Medical Practice Classes for College level education institution.

- Instructed students in advanced medical practice management, and added experimental projects.
- Provided guidance for course and program changes through needs survey of area administrators.

Achieve MBA, Portland, TN (AchieveMBA.com) **9/2009 – 9/2010**

Founder (part time), Coaching candidates through the high-end MBA application process.

- Facilitated admissions to Wharton, Duke, Columbia, etc.

Gordian Health / Blue Cross Blue Shield of TN, Franklin, TN **9/2006 – 9/2009**

Director of Enterprise Systems for a subsidiary of BCBS-T providing personal health coaching.

- Facilitated agile efforts across BI team, developers, Account Mgt and other integration points.
- Oversaw direction and implementation for Enterprise Systems, including business process work.
- Built BI team (engaging team) resulting in improved reporting AND improved Agile knowledge.

StrikeIron, Durham, NC **Summer 2005**

Business Development Intern for company providing infrastructure for data accessed via web.

- Examined partner strategies and lead generation for their Web Services Recruitment Plan.

MRice Medical Practice Consulting, Portland, TN **1/2002 – 6/2004**

Coach/Contractor, providing medical practice administration and general business consulting.

- Greatly increased openness and staff involvement in processes/decisions.
- Addressed severe, multi-faceted needs including IT, processes, communications, growth & staff.

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Gallagher Financial Systems, Nashville, TN **5/2001 – 11/2001**
Analyst/Programmer for provider of financial software that automates the loan-origination, etc.

- Worked with team on design of an electronic document/forms solution.

Korson-McGregor, Placed with NASA at Goddard SFC, Greenbelt, MD **10/1996 – 4/2001**
Coach and Consultant/Team Member/Leader, providing technology consulting and leadership.

Leader – Wearable Voice Activated Computer project - on charter committee and then asked to lead.

- Led a multi-expertise, four site team (recruited experts re the clean room, satellites and mission operations) resulting in a working prototype. Co-authored IEEE Aerospace paper (2002).

Coach and Consultant – Mentored diverse teams, providing leadership as needed.

- Promoted Agile as feasible: e.g. self-organizing, effective communication and simple tools.
- Mentored teams in danger of schedule slippage (e.g. middleware > 7 fold performance gain).

Corporate Teaching – Taught classes in advanced development concepts, earned rating of 4.73/5.00.

American Airlines – SABRE Decision Technologies, Dallas, TX **2/1995 – 10/1996**
OO Methodologist (and team member) for SABRE Decision Technologies' airline reservation systems.

- Created team methodology, synthesizing applicable components from best industry practices.

Korson-McGregor, Greenbelt, MD **6/1994 – 2/1995**
Curriculum Director for agile training and consulting group, providing software consulting and leadership.

- Managed development/maintenance efforts resulting in a more clear and concise curriculum.

AT&T / NCR, Columbia, SC **8/1991 – 6/1994**
Technical Support Analyst for company producing mid-range to large multiprocessor UNIX systems.

- Solved wide array of problems, and focused on improving team, resulting in multiple awards.

Atkinson & Pitts, Atlanta, GA **11/1985 – 7/1989**
Senior Consultant, providing small systems consulting to a wide array of businesses (function and size).

- Provided solutions for diverse clients. Learned various perspectives and the art of influence.

EDUCATION

Duke University, The Fuqua School of Business, Durham, NC **2006**
Master of Business Administration, May 2006. Merit Awards include: Fuqua Distinguished Service (2 in a class of 400), Moshovitis Outstanding Student Merit Scholarship. Selected for Fuqua's Technology Advisory Council, Duke's Technology Committee.

Clemson University, Clemson, SC **1991**
Master of Science, Computer Science, August 1991. Upsilon Pi Epsilon Honor Society. T/A Coordinator

Southern Adventist University, Collegedale, TN **1985, 1987**
*Bachelor of Science, Computer Science, May 1987. Sigma Mu Sigma Mathematics Club
Bachelor of Arts, May 1985.*

ADDITIONAL INFORMATION

Qualified/Ran the Boston Marathon seven consecutive times (2009-2015, accepted for 2016). Lived five months in South America. Authored five technical presentations/publications. Engaged in continuing education including extensive study in Agile/Lean/Scrum/Coaching/Leadership literature.

COMMUNITY ACTIVITIES

Volunteer for Malawi charity - Solomon's Cup 265 (2014), **Received State Senate Commendation for promoting health (2012)**, Leadership Atmore for cultural immersion (2012-2013), Volunteer for Chamber of Commerce (2006), Volunteer MBA Application Consultant (2005 – 2009), Volunteer Consultant at Highland Manor Nursing Home (2000 – 2004)