

Zack Glivic

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SUMMARY

AI-first builder. I like figuring out how someone actually works and turning it into software they can use, built with coding agents like Claude Code and Codex. I've shipped a live web and iOS app, built an ordering app for a local store owner, and built a shared sales prospecting workspace. By day I work in hospital IT, helping clinicians who depend on software under pressure.

SKILLS

AI development: Claude Code, Codex, OpenRouter multi-model pipelines, local models (Ollama), a custom agent harness
Stack (built with AI agents): React, TypeScript, React Native, Supabase/Postgres, Vercel, Capacitor, Sentry, GitHub
Healthcare IT: Sunrise Clinical Manager (SCM), Active Directory, Freshservice, Windows imaging and deployment
Also: SQL (basic), Figma, Microsoft Office

PROFESSIONAL EXPERIENCE

Altera Digital Health – Pittsburgh, PA

January 2026 – Present

Service Desk Analyst, on-site at St. Clair Hospital

- Support clinicians in a 24/7 hospital with logins, access, and application troubleshooting in the Sunrise (SCM) EMR
- Learned Freshservice early after the desk moved off ServiceNow, and helped improve how the team uses it
- Manage Active Directory accounts and access; image and deploy Windows PCs
- Document each issue before escalating it: steps to reproduce, what was tried, and who is affected
- Prototyped a hospital device map from Active Directory and ping data to speed up the 200-PC no-ping list

BUILDS

Parl.ai

November 2025 – Present

Creator and product owner, built by directing AI coding agents (Claude Code, Codex)

- Run a live sports betting research app on web and iOS (App Store since July 2026) with odds and injury data, AI-written game reads, and a public win-loss record; about 85 registered accounts
- Built AI-written game previews that are automatically fact-checked against real stats before they post
- Maintain Postgres, auth, and scheduled jobs on Supabase, plus Vercel web deploys and the Capacitor iOS build

UShop – Oxford, OH

2024 – 2026

Pickup and delivery app for a campus convenience store, AI-assisted; pre-launch

- Met with the owner at his store over several months to learn how he stocks, prices, and sells
- Built a staff barcode scanner that checks his catalog, then pulls new items from 5 product databases
- Added Google address search, a delivery-radius check at checkout, and online ordering for pickup or delivery
- Imported his 2,219-row product sheet into 2,206 catalog records; rebuilt the backend on Supabase in 2026

ALG Sales Room

August 2026 – Present

Shared sales prospecting workspace, built with AI coding agents

- Built call queues and pipeline tracking with Node.js and Turso, preventing conflicting saves and duplicate call logs
- Organized 344 researched companies and 8 map demos covering 6,084 facilities, with source-linked profiles

EDUCATION

Miami University – Oxford, OH

Graduated: August 2025

B.A., Emerging Technology in Business and Design · **Minor:** Business

Senior capstone: Map of Knowledge, a zoomable map for learning (live demo on my portfolio)

Coursework: UX Research, Interaction Design, Design Thinking, Database Systems, Programming, IT & Intelligent Enterprise

LEADERSHIP

Miami Business Consulting – Oxford, OH

August 2021 – Spring 2024

Project Manager

- Ran a student consulting project recommending digital-platform improvements to swimwear brand WaiWear
- Managed Medicare-market research for healthcare startup Circulo

KeyBank First-Year Client Challenge – Team Lead

January – May 2021

- Led a team that pitched KeyBank "Key," an AI customer-service chatbot, a year before ChatGPT launched