Zack Glivic

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SUMMARY

Product-minded builder who turns user workflows into working software. Released and maintain a web and iOS app with 100+ registered accounts, and developed retail and prospecting prototypes. Use AI coding tools to build, then test changes and work through failures. Bring hands-on experience troubleshooting clinical software and explaining technical issues to hospital staff.

SKILLS

AI workflows: Claude Code, Codex, OpenRouter; source-data checks for generated content
Project tools used with coding agents: React, TypeScript, React Native, Supabase/Postgres, Vercel, Capacitor, GitHub
Technical support: Sunrise Clinical Manager, Active Directory, Freshservice, Windows imaging and deployment
Also: SQL (basic), Sentry, Figma, Microsoft Office; issue reproduction and release testing

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
- Help teammates use Freshservice after the service desk transitioned from ServiceNow
- Manage Active Directory accounts and access; image and deploy Windows PCs
- Document reproduction steps, attempted fixes and affected users so escalated issues have clear context

PRODUCT PROJECTS

Sports research app November 2025 – Present
Creator and product owner; development assisted by Claude Code and Codex

- Released a sports research app on the web and iOS App Store; maintain the live product with 100+ registered accounts
- Added source-data checks for AI-written game previews and kept calculated statistics in code
- Test changes, investigate failures and manage releases through GitHub and App Store submissions
- Use Supabase for auth, Postgres data and scheduled jobs, with Vercel web releases and Capacitor iOS builds

UShop – Oxford, OH 2025 – 2026
Ordering-app prototype for a campus convenience store; paused before launch

- Translated months of owner conversations about stocking, pricing and ordering into app requirements
- Built a staff barcode-scanning workflow that checks the store catalog and searches five external product databases
- Prototyped pickup and delivery ordering with address search and delivery-radius validation
- Converted a 2,219-row product sheet into 2,206 catalog records and rebuilt the backend on Supabase

Sales Prospecting Map August – October 2026
Personal prototype; developed with AI coding assistance

- Turned a friend's valve-sales workflow into a ranked territory map and prospecting workspace
- Combined eight public datasets covering 6,084 facilities into territory views and prospecting lists

EDUCATION

Miami University – Oxford, OH **Graduated:** August 2025
B.A., Emerging Technology in Business and Design · **Minor:** Business
Senior project: UShop ordering app · Side project: Map of Knowledge, a zoomable learning map
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