



Derick Miller

Sr. Engagement Manager

“*Strong financial process management is about creating clarity, efficiency, and confidence for every customer we serve.*”

Professional Bio

With 25+ years of experience, Derick is a seasoned leader specializing in client management across IT-enabled services and customer service operations. A former business owner with expertise in software quality assurance, IT leadership, and project management, he excels at streamlining financial back-office processes, and operations to enhance efficiency and client satisfaction. Derick blends technical acumen with strong people leadership, driving innovation, collaboration, and operational excellence to deliver consistent business results.

Expertise

- IT Project and Program Management
- Requirements Analysis & Project Planning
- Vendor Management & Stakeholder Communication
- QA Strategy, Automation, and Process Optimization
- Cross-functional & Offshore Team Collaboration
- Technical Documentation & Compliance Management
- Mentoring, Coaching, and Leadership Development

About Integrative Systems

Guided by the promise “**Futureproof Your Business,**” Integrative Systems is a trusted global technology partner with over **25 years of experience** in business software applications across IBM i, AS/400, and Microsoft toolsets. We provide 24/7 infrastructure management, data analytics, and back-office optimization - operating as an extension of your team to align IT strategy with business goals. A five-time Inc. 5000 honoree, we help enterprises modernize systems, enhance resilience, and achieve sustainable digital growth.

Projects & Achievements

- Directed QA operations for strategic IT initiatives across multiple business channels for a key client.
- Managed and mentored a cross-functional team of 30 - 40 QA professionals including onshore staff and offshore consultants in India.
- Implemented agile and waterfall methodologies, improving testing efficiency and delivery timelines.
- Built and structured a comprehensive QA and Technical Writing organization, effectively supporting major system integrations.
- Successfully transitioned business operations from small-scale ownership to enterprise-level technology management.
- Recognized for excellence in leadership, operational optimization, and fostering team collaboration.

Technical Environment

- Software Development Life Cycle (SDLC) - Agile & Waterfall
- Quality Assurance Tools and Documentation Systems
- Cross-Platform Application Testing Environments
- Business and Retail Technology Solutions
- Continuous Integration & Quality Management Frameworks
- CRM, BI, and Finance Management Tools