Leading SAFe 5.0 Certified Agilist, SMC and SPOC Certified, Product Owner with strong interpersonal skills, drive and expertise to navigate thru global and regional Enterprise Levels with cross functional areas, thrives on driving and facilitating teamwork and success. Helping teams and organizations as they leap forward in the application of new products and technologies.

KEY KNOWLEDGE AREAS

**Purviews**

* Product Owner, Business Partner, Stakeholder Engagement and Mentor
* Service Management ITIL – Organization Adoption and Maturation
* Workforce Optimization including Business Process and workflow analysis
* Unified Communication and Omni Channel Communications Application Programming Interfaces (APIs) – Click to Email, Click to Chat, Online Forms and Applications
* Contact Center Application Design
* Project Coordination/Team Facilitation
* Implementation, Activation, Transition and Outage Communication Subject Matter Expert
* Business Management - Operational Goals, Expectations and KPIs
* Hadoop, Big Data and Relational Databases
* Clear understanding of End to End of SDLC and PDLC Disciplines both Agile and Waterfall
* As Is vs. To Be Gap Analysis and Data/ Reporting Impacts Analysis
* Data Driven Decisions - Metrics and Reporting
* Enterprise Level Multiple Line of Business Implementation and Activation
* Data Security NPI, SPI, PII
* Confidential Efforts

**Systems Department Service Management Adoption and Maturation**

* ITIL V.3 Certified (Information Technology Infrastructure Library) Incident, Problem and Request Management
* Integration / touch points between SDM process and Incident, Problem and Knowledge processes
* Service Management Metrics and KPIs

**Tools and Applications**

* Avaya - Dynamic Routing - BRE, Avaya Agent for Desktop, Workspaces and Workspaces Elite
* HP Service Manager
* Siebel 8.0 - Customer Relationship Management (CRM)
* JIRA
* eGain, Exony Virtualized Integrated Manager (9.0)
  + - SharePoint Workspace
* Cognos 10 - Reporting Tool
* IBM Lotus Notes
  + - MS Office Suite 2013: MS Word, MS Excel, MS PowerPoint, MS Visio, MS One Note

PROFESSIONAL DESIGNATIONS

Lead SAFe 5.0 Certified, Scrum Master Certified, Scrum Product Owner Certified, ITIL V.3 Certified (Information Technology Infrastructure Library); Licensed PD/BI Claims Adjuster, 93-94, Licensed Property/Casualty Solicitor, 90-92, Licensed Life/Health Insurances Agent, 90-92; Independent Business Consultant and Trainer for State Farm Insurance Agent-Staff, Self-employed, Licensed - Texas State Notary 2017

EDUCATIONAL AND MILITARY BACKGROUND

LeTourneau University, Dallas, Texas, BS Business Administration, LA Army National Guard Communications Specialist with Secret Security Clearance, Soldier of the Post, Army Achievement Award, Army Achievement Medal, Primary Leadership Development Course

Current studies: Certified Business Analyst Professional (CBAP) Business Analyst Book of Knowledge (BABOK)

BACKGROUND EXPERIENCE

**Lead SAFe 5.0 Certified, Product Owner – Omnigo, Randstad, Richardson, TX 03/2020 – Present**

* Serve as lead in many areas of product development
* Point person on the product development team, using their high-level perspective to define goals and create a vision for development projects
* Serve as SAFe Consultant, Coaching/Mentoring/Listening, Learning, and building relationships between and among Business Teams and Product Management Dev Managers, VP and C Level Resources.
* Mapping Organizational Gap Assessments as it relates to Product Management Intake and making recommendations for reducing/eliminating shortcomings communication gaps within and among the business and Product Management
* Collaboration with other Product Management Team Members
* Customer Journey Advocate inspecting and evaluating product progress through each iteration. The product owner makes the judgment call on the performance, deciding if the team needs to go back to the drawing board or if they can move on to the next steps.
* Develop and maintain Roadmap - Stack/New Feature Requests Ranking Prioritization and Maintenance
* Defining Epics and Features and writing User Stories
* Backlog Grooming – This can be a struggle when the Dev team members are taxed heavily with current workload.
* Share in Scrum Master duties
* Facilitation of
* Sprint Planning
* Agile Poker Sessions
* Sprint Kick-Offs
* Agile Practices - 10 Minute Tidy (What can we do to from an agile perspective to work more efficiently/effectively?)
* Participating in Customer Calls – particularly high-profile customers
* Meeting with Professional Services, Support and Sales as needed to address immediate questions/issues
* Attend Scrum Ceremonies for teams, as much as possible for the purpose of learning, mentoring, coaching standardization of process and inspiring continuous learning.
* Research of Market Competition - Google, YouTube, Facebook, etc.
* Omnigo - Product ownership
* Conduct Business Partner and Team Facilitation and end user interviews to Gather and Document Requirements
  + Global and Regional Enterprise Level Multiple Line of Business and Cross Functional Team Facilitation
  + Research and documentation of current and future state and translating into Business, Functional, Technical and Non-Functional Requirements Deliverables
  + As Is – To Be Gap Analysis Documentation including analysis of impacted current/future state Business Process Flows
  + Develop and document Use Cases and/or User Stories worthy of reuse by UAT and SAT
* Application Development Support
  + Work with Business Partners and developers to document of Business Volume Metrics (BVMs) for load balance and performance needs
  + Support business partners and developers as they design solutions
  + Uncover and identify possible risks defects prior to be addressed
  + User Experience Design Support
* Testing
  + UAT Deliverables and Coordination
  + Test Team Support
* Implementation Coordination and Support
  + Develop Transition Deliverables for implementation such as: Enterprise Glossaries and Training Repositories for Online and Job Aid Training Deliverables
  + Participate on Activation and Implementation Teams during Implementation Phase as SME and Develop and Coordinate Outage Communication Plans
* Transition Phase
  + Support and assist with the development of Service Level Agreements (SLAs) and Operation Level Agreements (OLAs) towards meeting KPIs
  + Assist Leadership in developing rules of engagements, Documents of Understanding (DoUs), and with defining what success looks like.
* Product Owner and Business Partner including writing Goals, Milestones, Expectations and Communications

**Sr. Product Owner – Studio Movie Grill (12/2019 - 02/2020)**

* Introducing and interjecting SAFe 5.0 Principles and Product Management to a new IT Structure/Architecture.

**Product Owner – GameStop via Global Logic – 07/2019-10/2019**

* Launched Subscription Service for GameStop, Onboarded and within a month was able to guide the company thru implementation of their new game subscription model
* With limited time and resources and a PO that was leaving the company within weeks of my arrival, I was able to overcome an extreme number of hurdles connecting with Marketing, Accounting, Customer Success and Service Support to successfully launch GameStop’s first every game subscription model.

**Lead Project Business Systems Analyst assigned to Dell: Apex Systems 05/2017 – 02/2019**

**Product Owner IT Business Analyst: Fortitude Systems 01/2017 – 03/1017**

**Senior IT Business Systems Analyst: Morton Consulting Headquarters 07/2016-09/2016**

**Lead Systems IT Business Analyst: NTT Data Americas Bloomington, IL 10/1/2012 to 7/1/2016**

**IT Business Analyst: Randstad, Normal, IL 02/2005 – 10/01/2012**

Systems/Project Lead responsible for end to end IT SDLC Requirements Deliverables and Timelines for Global Agile and Waterfall engagements for all three Dell lines of business, Dell Financial Services, Software Deskside Support, Global Business Solutions including, but not limited to, the following:

* Product ownership
* CRM Workflow Studies for cross functional areas. Including Data Imports and Sales Campaigns, Ins Sales reps, Customer Service and Sales Retention, and HR.
* Conduct Business Partner and Team Facilitation and end user interviews to Gather and Document Requirements
* Application Development Support
* Testing
* Implementation Coordination and Support
* Knowledge Transition
* Systems BA on Point - Lead BA engaged as Product Owner and Business Partner including writing Goals, Milestones, Expectations and Communications for:
* Telecommunications Reporting Efforts – Data Mapping for Gap Analysis

**Releases (Confidential Efforts Notwithstanding) include:**

* Dell Customer Engagement Cloud (DCEC) Intelligent Communication Management (ICM) Replacement – Implementing Omni Channel Call Communications with Avaya Enterprise Avaya for Agent Desktop – Workspaces Elite, Avaya Breeze Routing Engine (BRE)
* Dell Telecom Enablement – ICM Replacement – Reporting and Adjuncts – Identifying reporting impacts and possible gaps related to Contact Center Call Interactions, Call Transfers, Intelligent Communications Management (ICM), Intelligent Voice Recognition (IVR) data bases/Teradata, etc. – Working with Center for Excellence (COE) Business Unit Point of Contacts for Global Business Sales, Dell Service and Dell Financial Services.
* Telecommunications Data Analytics As is - To Be Reporting Replacing and transitioning internal customers from Hermes, Metis and Athena DBs to Teradata and other reporting engines, Business Object, Avaya, Insights.
* Telecommunications with CRM Integration for End to End Call Journey – Sales Force.com (SFDC)
* **Workbench Foundation** - Implemented a common user interface and streamlined processes enabling all CCC locations to operate as a single cohesive and collaborative customer care center. An Agile phase implementation approach was used for both technical and business adoption reasons over several projects.
* **Next Generation Click2Email** – Migration effort transitioning Click2Email to Siebel mail for customer facing all contact centers representing Bank, Financial Cards, & Internet Services in the U.S.
* **Next Generation Email Migration** - The Agency Sales/Resources Center contact center was the primary point of contact for all agents and agency leadership for topics related to contracts, agency programs, licensing, agency appointments, terminations, policyholder moves, compensation, etc.
* **Auto/Fire Call Tracker** – Implementing Siebel CRM and call tracking reporting for Property Casualty Underwriting Contact Centers operations in 18 site locations across the enterprise and several Back Offices
* **Unified Communications** - Product Owner and Authoritative Source for UC Provisioning Process and Procedures, Enterprise Expert and Move/Add/Change/Delete (MACD) Authoritative source for Unified Communications Platform Provisioning Process and Procedures

**Systems Business/Process Owner**

* Systems Department Service Management Adoption and Maturation
* Systems Workforce Management and Optimization
* Systems Department Operations Office
* Internet & Financial Services – Health Alliance Team, Assurant Health and Humana Medicare Part D – Agent and Agent Staff Member Onboarding, Security Access and Certification