

**Qualifications Summary**

Detail-oriented and results-driven Product Owner and Scrum Master with extensive experience in the financial services and software industries. Passionate in for leading cross-functional teams in Agile development environments. Expert in defining requirements, test criteria, and performance metrics to ensure successful project outcomes. Innovative in developing strategies to improve process efficiency. Implements new technologies and tools to streamline the product life cycle. Excellent analytical and communication skills.

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| <ul style="list-style-type: none"><li>• Product Ownership</li><li>• Strategic Planning and Execution</li><li>• Vendor and Stakeholder Relations</li><li>• Agile Transformation</li></ul> | <ul style="list-style-type: none"><li>• Software Products and Solutions</li><li>• Business Analysis and Reporting</li><li>• Change and Risk Management</li><li>• Quality Assurance and Testing</li></ul> |
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**Career Experience**

**Vice President – Product Owner and Scrum Master | Cybersecurity and Technology Control, JPMorgan Chase, Dallas, TX (August 2019 – Present)**

Oversee the vision and refinement of solution requirements for all products pertaining to multi-factor authentication services. Partner with key stakeholders across multiple lines of business and site leads to ensure prompt adoption of new multi-factor authentication soft token service to all internal users. Produce product strategy and product roadmaps. Work across teams to provide token service to ensure security for client facing applications. Facilitate Product Backlog Refinement, Sprint Planning, Sprint Review and Sprint across two international teams. Perform acceptance testing.

- Managed the large-scale upgrade of 240,000 users to a new secure token during the COVID-19 pandemic.
- Trained over 600 Help Desk representatives and hosted Office Hour calls to provide direct support to end users during transition.
- Triage new product requests, requirements, and use cases to maintain efficient communications across multiple lines of business.
- Assess risks for third-party solutions with the vendor, risk control teams, and delivery leads.

**Vice President – Quality Assurance and Business Analyst | Commercial Bank, JPMorgan Chase (February 2017 – August 2019)**

Led a team of three business analysts in analysis downstream application requirements for implementation with the new Appraisals software on Amazon Web Services (AWS) cloud. Coordinated workshops with external AWS cloud vendor and stakeholders to gather and define software requirements for three lines of business within Appraisals. Prioritized the backlog for the cross tower teams. Performed acceptance testing and provide feedback to Product and business owners.

- Collaborated to gather requirements and streamline processes for the Appraisal life cycle management application.
- Developed a strategy for regression automation testing of external vendor cloud-based software.
- Established key performance metrics for projects and delivered weekly status reports to stakeholders and the Steering Committee.
- Defined Support Strategy to ensure timely resolution for both internal and external clients.

**Vice President – Quality Assurance Lead | Corporate Investment Bank, JPMorgan Chase** (January 2015 – February 2017)

Oversaw a six-member team of Quality Assurance Analysts in detailed requirements analysis and testing the online Global Collateral Management software hosted in Gaia Cloud Foundry.

- Defined the automation of end-to-end testing across 16 business application that were within seven lines of business.
- Built requirements and centralized end to end testing across seven lines of business.
- Refined automation tests that resulted in a decrease in run time from 3 days to two hours.

**Associate – Quality Assurance Analyst | Corporate Investment Bank, JPMorgan Chase** (September 2010 – January 2015)

Analyzed business processes and testing activities for the delivery of a client-facing Global Collateral Management product. Developed and executed test scripts and metrics for user acceptance testing (UAT).

- Analyzed and tested large scale data migration from target platform using Informatica.
- Created over 1300 test scenarios for automated testing using JBehave.
- Streamlined the Agile life cycle by implementing the strategy for smaller user stories.
- Utilized paired programming with development team to expedite the resolution of production support issues for client-facing products.

Additional Experience

**QA Engineer (Remote)** (October 2009 – September 2010) • OPower, McKinney, TX  
**Senior QA Engineer (Remote)** (July 2006 – August 2009) • Intersect Software, McKinney, TX  
**Test Analyst** (October 2004 – July 2006) • Cornerstone Consulting at GMAC RFC, Dallas, TX  
**Automated QA Specialist** (June 2002 – July 2006) • Unitrin Specialty Lines, Dallas, TX

**Education and Certifications**

Georgia State University, Atlanta, GA – Computer Information Systems  
 Certified Professional Scrum Product Owner I – Scrum.org  
 Certified Professional Scrum Master I – Scrum.org

**Technical Proficiencies**

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| <b>Systems:</b>       | Windows, Linux, Unix   |
| <b>Databases:</b>     | SQL Developer, Toad, MS-SQL Server 2000, Oracle                      |
| <b>Analysis:</b>      | Microsoft Visio, Microsoft SharePoint, Confluence, Microsoft Project |
| <b>Scripting:</b>     | Java, J-Unit, Selenium, Cucumber                                     |
| <b>Test:</b>          | WinRunner, TestDirector, Jira, JBehave, Eclipse, Mingle              |
| <b>Methodologies:</b> | Agile, Scrum, Dev Ops, Test Driven Development, Waterfall            |