

Professional Summary

Seasoned Product Manager and Business Analyst with over 25 years of experience spearheading innovative solutions in healthcare, HR technology, and enterprise software. Adept at leading cross-functional teams, managing full project lifecycles, and fostering collaboration between business and technical stakeholders. Possesses deep expertise in Agile methodologies, vendor management, and stakeholder engagement, with a demonstrated ability to influence outcomes without direct authority. Recognized for strategic thinking, exceptional communication, team-building skills, and a steadfast commitment to delivering client-focused results on time and within scope.

Professional Experience

Senior Product Manager

UKG (Ultimate Kronos Group) | February 2017 – July 2024

- Collaborated with external vendors, technology teams, and user experience designers to enhance payroll and HR systems.
- Designed and delivered a custom minimum wage reporting solution used by clients over 200,000 times in its first quarter post-release.
- Ensured accurate tax credit updates for Canadian clients by aligning efforts across Onboarding and TaxUS teams.
- Influenced stakeholders without direct authority by fostering consensus and driving key project milestones. Served as Product Owner for Scrum teams, clarifying requirements, resolving blockers, and ensuring adherence to the definition of done.
- Led stakeholder requirement sessions, translating business needs into actionable development plans. Conducted Epic kickoffs, wrote and refined stories, and prioritized backlogs for sprint planning.
- Developed strategic roadmaps addressing regulatory needs, customer enhancements, and competitive upgrades, increasing client satisfaction.
- Leveraged tools such as JIRA, Kanban, AHA, and Confluence to manage sprints, prioritize work, and monitor project progress.

Principal Technical Business Analyst

Harris Healthcare – QuadraMed | January 1998 – February 2017

- Directed full lifecycle implementations of healthcare IT solutions, aligning business requirements with technical deliverables.
 - Partnered with client leadership to define scopes, deliverables, and success metrics, ensuring alignment with organizational goals.
 - Led cross-functional teams, including internal and external stakeholders, to deploy software solutions such as CVS API-driven patient kiosks and mobile apps.
 - Translated technical concepts into actionable strategies for non-technical audiences, enhancing mutual understanding and project success.
 - Designed and implemented process improvement strategies.
 - Implemented HIPAA privacy acknowledgement records and tracking for patients.
 - Updated EDI files and other CRA reports such as 837, 835, 270 and 271.
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Certifications

Six Sigma Certification – White Belt
Agile Product Owner Role: Foundations
Business Analysis in a Virtual Environment

Education

Strayer University – Associate’s Degree Program | GPA: 3.5
Northern Virginia Community College – Associate’s Degree Program | GPA: 3.2