

Angela Spring

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PRODUCT MANAGER / BUSINESS ANALYST PROFESSIONAL

Technically savvy business analyst with 18+ years of experience excelling in Agile SDLC environments. Proven track record as a skilled liaison between customers, developers, and business factions, adept at communicating complex technical information in relatable language. Extensive experience in high-profile product development projects, end-to-end testing, and defect remediation. Proficient in Atlassian and Microsoft products. Strong ability to navigate all project phases from scope identification to delivery and lessons learned, whether as an individual contributor or collaborator.

AREAS OF EXPERTISE

Business Analysis: Requirements Definition | Functional Analysis | Process Improvement | User Analysis | Technical Documentation | Gathering Requirements | Gap Analysis

Product Management: Product Design | UI Design | Customer Experience | Roadmap Management | Backlog Prioritization | Stakeholder Management | Regulatory & Compliance

Technologies: Agile | Jira | Confluence | SQL | ADO | Miro | MS Office

Industries: Financial Aid Administration | EdTech | FinTech | MarTech

PROFESSIONAL EXPERIENCE

Product Manager, Thesis, St. Louis, MO (Remote - Seattle, Washington) 2022-2024

Own Financial Aid strategy and vision, ensuring regulatory enhancement and maintenance work as part of the overall product roadmap for three Student Information System (SIS) products.

- Spearheaded the FAFSA Simplification initiative, coordinating cross-functional distributed teams and successfully delivering a new Federal student aid application process, benefiting over 200,000 students.
- Ensured feature compliance with Federal Student Aid Office regulations and assisted Financial Aid Administrators at client institutions in servicing their students efficiently.
- Aligned product owners and development teams with overall product strategy to maintain a competitive edge, contributing to an increase in market share.
- Collaborated and prioritized the product roadmap with other PMs based on business impact, customer needs, technical feasibility, and scalability, improving time to value.

Business Systems Analyst, University of Washington, Continuum College, Seattle, WA (Remote) 2020-2022

Responsible for Financial and Learner data aspects of product targeting alternative student journeys.

- Redesigned finance-related policies and processes to implement Workday, enabling managers to reduce risk and improve financial reporting accuracy.
- Conducted interviews and workshops to map the Learner's journey, visually showing commitment to a 60-year curriculum.
- Documented the current and future states of the College's SIS as part of the RFP process to find an efficient system for modeling and analyzing student data.
- Implemented an academic faculty management system that was compliant with state laws, contributing to DEI initiatives and improving hiring process efficiency.
- Authored comprehensive project documentation, including user stories, functional design, and testing procedures, reducing missed requirements.

Business Analyst, Strategic Information Technology/Portfolio+, Whitchurch-Stouffville, ON 2017-2019

As liaison between end-users and development teams, led the entire development lifecycle for ongoing product maintenance and new features for this banking and financial services software provider.

- Facilitated design sessions and ongoing team communication, improving solution viability and client satisfaction.
- Utilized Jira and other tools to facilitate same-page focus with internal and external stakeholders and to increase data visibility and information sharing.
- Documented business requirements, functional design, cost estimates, and QA information, enhancing project clarity and execution.
- Worked with a banking client on developing a reverse mortgage product, navigating compliance issues, and increasing client portfolio.
- Performed gap analyses to identify bottlenecks and implement process improvements, improving internal and external CSAT scores.

Senior Business Analyst, Regent Education, Frederick, MD (Remote – Seattle, WA) 2015-2016

Accountable for feature delivery commensurate with product vision for Financial Aid management software and service solutions used to automate aid verification, packaging, and disbursement.

- Collaborated in an Agile SDLC environment to establish product vision, enhancing customer satisfaction by 15%.
- Liaised with the US Department of Education to ensure product compliance, safeguarding company interests, and maintaining regulatory adherence.
- Developed requirement specifications and a triage system for bug fixes, remediating defects, and enhancing product usability.
- Worked with QA to develop test plans and scripts, improving their knowledge in the product area to confidently detect issues with features/defects.

Business Analyst, RR Donnelley, Seattle, WA 2010-2013

Accountable for redesigning a new store and store conversion process for a large telecommunication client within the portfolio of solutions, empowering brands to activate marketing and communications resources.

- Gathered requirements and created functional specifications, leading to a reduction in process errors.
- Developed process flow diagrams and trained users, enhancing employee skills and knowledge.

Business Analyst, Campus Management, Boca Raton, FL (Remote – Atlanta, GA) 2005-2010

Owned execution of the Financial Aid roadmap throughout SDLC for the flagship student information system.

- On a high-profile product development project, served as Financial Aid process owner, saving clients significant time and resources through process automation.
- Mentored less-experienced analysts, enhancing team competency and project outcomes.
- Developed and executed test plans, improving end-to-end testing accuracy

EDUCATION

Master of Information Technology: American Intercontinental University, Atlanta, GA

Bachelor of Business Administration: Athabasca University, Athabasca, Alberta, CA

Project Management Certificate: Sheridan College, Oakville, Ontario, CA

CERTIFICATIONS

Certified Scrum Master (CSM): Scrum Alliance