

Product Owner | Product Manager | Senior Product Analyst

PRODUCT OWNERSHIP & MANAGEMENT ► 19+ YEARS OF EXPERIENCE ► APPLICATION DEVELOPMENT ► AGILE & WATERFALL SDLC

Senior Business Analyst with a distinguished career spanning over 19 years, demonstrating advanced business analysis and product ownership skills, and excellence in the development of business process models that optimize efficiency.

Renowned for Robust Data Analysis Capabilities, and extracts valuable insights from raw data to influence critical product decisions, further reinforcing their role as an effective product owner.

Exceptional Relationship-Building Skills, frequently engaging with stakeholders, while adeptly conversing at all organizational levels, and applying root cause analysis methodologies to identify and implement strategic product enhancements.

Comprehensive Knowledge of the Project Lifecycle, with expertise in system study, design, development, testing, configuration management, project execution, and quality processes, reinforcing their position as a committed team leader.

SKILLS & CORE COMPETENCIES

Managing Roadmap Priorities
Business Process Re-engineering
Product Visioning & Ownership
Process Modeling

Continuous Improvement
Business Application Analysis
Backlog Prioritization
Release Management

Stakeholder Collaboration
Requirements Gathering
Change Management
Team Leadership

PROFESSIONAL EXPERIENCE

CENTENE CORPORATION (CONTRACTED THROUGH KFORCE)

Tampa, FL

SENIOR BUSINESS SYSTEMS ANALYST

March 2020 – Present

Act as the primary business analyst for HIX, Medicare, and Medicaid business lines, offering strategic insights and recommendations. Embrace the role of a Product Owner, mentoring junior product owners, identifying critical business needs, setting overarching system objectives, and delivering final output.

SELECT CONTRIBUTIONS:

- Champion cross-functional collaboration to consolidate and refine business requirements, leveraging stakeholder input to drive strategic decision-making at the senior level.
- Conduct comprehensive and rigorous analysis of all requirements, innovating business process models and workflow designs, and setting industry standards.
- Oversee the ideation, design, and development of a cutting-edge application, positioning the organization at the forefront of the industry while ensuring readiness for future trends.
- Spearhead comprehensive testing initiatives for all scenarios, upholding impeccable product quality and implementing continuous improvement measures.
- Assume responsibility for the product's lifecycle success, pioneering product vision, and orchestrating strategic planning and execution to secure a profitable and sustainable future.
- Engage with the development team to strategize and deploy solutions aimed at enhancing operational efficiency and process refinement.
- Design a comprehensive business process flow model for the application, enhancing clarity and understanding of the system.
- Envision products identifying necessary features and directing feature design and implementation while leading group discussions on process improvements.
- Facilitate the successful launch of the system in 2021, currently driving product enhancements, leading data migration efforts, and fostering user engagement.
- Clearly convey product functionalities and features to stakeholders, identifying desirable product additions, and provide user feedback to enhance their understanding of how the application eases their tasks.

SENIOR BUSINESS ANALYST

July 2019 – March 2020

Directed comprehensive requirement elicitation efforts, employing strategies such as interviews, document analysis, requirements workshops, business process outlines, Use Cases, and comprehensive business analysis. Coordinated, analyzed, and optimized business operations and resource deployment for numerous large-scale IT projects, leveraging Agile, Waterfall, and Scrum methodologies to ensure success.

SELECT CONTRIBUTIONS:

- Critically evaluated business processes, identifying areas for increased efficiency, usability, and potential system upgrades or replacements.
- Forged strong alliances with Product Owners and Stakeholders, translating complex software and module requirements effectively for the delivery team, and ensuring alignment with strategic goals.
- Proactively identified and analyzed project issues and formulated and proposed insightful resolutions to maintain project continuity and success.
- Designed unit test cases grounded in project requirements, validated models against requirement documents meticulously, and maintained a keen eye for accuracy and consistency.
- Developed and managed a requirement traceability matrix to track progress from existing to future state, facilitating the achievement of business objectives.
- Spearheaded comprehensive pre/post-implementation data analysis and reporting, providing actionable insights and recommendations to senior leadership.

COGNIZANT TECHNOLOGY SOLUTIONS

Tampa, FL

SENIOR CONSULTANT

April 2013 – July 2019

SENIOR BUSINESS ANALYST

October 2009 – March 2013

TECHNICAL LEAD

January 2004 – October 2009

Achieved a series of performance-based promotions and ultimately served as a Senior Consultant Technical Lead on multiple advanced projects that required stakeholder collaboration and advanced project management expertise. Developed business process model based on engagement with SMEs, hosted workshop sessions with stakeholders, developed use cases and functional requirements, and identified best practices.

SELECT CONTRIBUTIONS:

- Served as a Business Analyst for WellCare Health Plans, working on a solution for a centralized application for all correspondences, streamlining customer service operations, and ensuring compliance.
- Led as a Business Analyst for Computershare in the development of a unified Claims Processing application suite to optimize business processes across all major business lines.
- Functioned as a Lead Business Analyst for LPL Financial, focusing on consolidating two instances of an essential tool into a single, efficient instance that better served business users' needs.
- Conducted Joint Application Development (JAD) sessions with development teams and business users, eliciting high-level business requirements and solutions to previous consolidation challenges.
- Recommended best practices for process efficiency and sustainability and coordinated with the offshore development team for functional requirements.

TECHNOLOGIES**Database** ⇒ Oracle, MS SQL Server**Modeling** ⇒ MS Visio, Draw.io, Axure (UI), Just In Mind (UI)**Development** ⇒ IntelliJ IDEA, VS Code, Eclipse**Framework** ⇒ Spring 6.0, Spring Boot 3.0, and Angular 12**Tools** ⇒ MS Office, TFS, JIRA, Confluence, Jira Align**Version Control** ⇒ TFS, Git, and GitHub**EDUCATION & CERTIFICATION****Masters of Business Administration (MBA)**, University of South Florida, 2015**Bachelor of Technology (B.Tech.) Information Technology**, Sri Sivasubramaniya Nadar College of Engineering, 2004**Professional Scrum Product Owner I (PSPO I)**, Scrum.org, 2020