

# JESSICA CLAIRE

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## SUMMARY

Customer-oriented and strategic-thinking leader with Project Management Certificate from University of California, Los Angeles and 8 years of experience in the Software Development Industry with deep understanding of Agile practices in the SDLC environment. Well-versed in all aspects of project management from inception to completion. Managed stakeholders from different industry domains and cross functional teams and successfully delivered projects in both Agile and Waterfall SDLC model for Large Enterprises. Managed Digital Transformation projects by proficiently being at the intersection of Business and Technology, providing intelligent automation solutions to resolve business and technology challenges and devised innovative solutions to optimize business processes. Possessing excellent communication, organizational and analytical capabilities and always eager to advance business goals through careful team management.

## SKILLS

- Project Management
- Scrum Master
- Agile & Waterfall methodologies
- Software Development Lifecycle Management
- Scrum and Kanban Process
- PEGA Business Process Management tool
- JIRA & Rally Project Management Information System
- Confluence Documents Management tool
- Splunk Log Analysis tool
- ALM Defect Tracking tool
- Oracle SQL Developer to use Oracle Database
- MS Excel
- Product Development ,Process Optimization and Automation ,Digital Transformation ,Digital User Experience and Continuous Performance improvement
- Leadership , Strategic Planning, Meeting facilitation ,Requirement Gathering ,Requirement Analysis and Root cause analysis
- Resource and Schedule management
- Excellent Communication and Analytical skills
- Life Science, Banking and Finance domain

## EXPERIENCE

### Ibm Corporation - Technology Consultant (Contract) Costa Mesa, CA • 01/2020 - Current

- Demonstrated excellence in leading the Production Support Process for the Allegation Platform and devised strategic solutions to optimize the entire process.
- Delivered multiple small projects in both waterfall and agile SDLC models.
- Managed Successful Agile Transformation of teams (Waterfall to Agile delivery model).
- Collaborated with key stakeholders and product owners to develop project milestones, set the prioritization of deliverables and drove decisions necessary for on time delivery.
- Lead kickoff meetings, conduct customer interviews, generate user stories & project requirements, manage communication with stakeholders, and run product demos.
- Generated technical requirements from business needs and communicated it to the technical teams.
- Collaborated with product and engineering team members to define and develop new product workflow models.
- Established key performance metrics and manages team to take action outside their comfort zone to ensure program success when metrics deviate from Plan of Record.
- Maintained vital business function throughout unexpected events, defects and managed remediation activities.
- Managed Post Production Change Requests.
- Utilized JIRA to manage product backlog for the creation, grooming, and prioritization of user stories.
- Defined project plans and timelines, managed workflow and resources spread across the globe and achieved completion deadlines on schedule.
- Managed road map for Support Portal product design and development.
- Collaborated with cross-functional teams to draft project schedules and plans.
- Updated and managed Project repositories in Confluence.
- Oversaw workforce schedules and allocated resources in collaboration with Lead Architect in order to achieve project goals.

### Veritas - Business Technology Consultant (Contract) Dallas, TX • 03/2019 - 12/2019

- Managed Digital Transformation of Business Processes.
- Identified bottlenecks in processes and implemented new and improved procedures and policies to ease friction and improve efficiency.
- Collected and defined customer requirements to produce product scopes.
- Managed Stakeholders including cross functional teams, application users and product owners.
- Responsible for Business Process's Workflow Optimization on PEGA platform.
- Participated in Program Increment planning for the Agile Release Train.
- Facilitated Sprint planning and User Story Grooming sessions.
- Decompose business requirements into User Stories.
- Facilitate meetings and troubleshooting sessions involving different cross functional teams.
- Worked with Product Owners and Lead Architects to shape digital transformation strategy, architecture and processes.
- Collaborated with internal technology teams and third party partners to define, design and deliver on user stories and customer demand.
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.

### TATA CONSULTANCY SERVICES - Application Architect City • 09/2015 - 09/2018

- Designed and Developed application for ZIMMER BIOMET (US-Based Global Medical Device Manufacturer) to track manufacturing process of medical devices.
- Migrated legacy .NET based applications for AMERICAN EXPRESS (Banking and Finance) to PEGA Platform.
- Created proof-of-concept prototype applications for demonstration and evaluation purposes.
- Conducted Requirement gathering and analyses of business needs.
- Devised intelligent automation solutions to resolve bottlenecks and optimize the process.
- Supervised offshore development team.
- Conducted product demos and functional knowledge sharing sessions.
- Conducted full life-cycle software development in multiple software environments.
- Communicated with stakeholders and gathered feedback from customers about progress updates and worked to resolve specific concerns.
- Collaborated with development team members to create and integrate high availability solutions for PEGA applications.
- Performed functional, non-functional, regression and performance tests for updated systems.
- Conducted root cause analyses to formulate countermeasures to business missteps and improve operations.

### ACCENTURE - Software Engineer City • 12/2012 - 09/2015

- Post Production project maintenance of application for COVANCE (US bases contract research organization) built on the PEGA platform to aid in conducting research on various drugs.
- Implemented enhancement features to improve product functionality and extend performance.
- Conducted root cause analyses for Production issues and either formulated workarounds and solutions or suggested Change Requests.
- Communicate status updates to stakeholders and close issues as per agreed SLAs.
- Maintain quality by perform testing activities (Functional, System Integration, User Acceptance).
- Provided input on deadlines, designs and enhancements.
- Documented technical specifications and project testing methods for future reference and other assignments.