

# JESSICA CLAIRE

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## Professional Summary

MBA educated, certified Scrum Product Owner, SAFe® 5 Agilist, and Lean Six Sigma Green Belt with transferable, cross-functional experience. E-commerce strategist with demonstrated experience in Retail and Consumer Goods consulting. Quick & adaptable learner. Seasoned collaborator experienced in meeting needs, improving processes and exceeding requirements in team environments. Diligent worker with strong communication skills, capability to prioritize and organize tasks, and in-depth understanding of industry concepts.

## Education

**MBA: Business Administration, 07/2020**

**Texas A&M University - Commerce - Commerce, TX**

- Magna Cum Laude distinction

**Bachelor of Arts: Business (Global Politics, 05/2016**

**Arizona State University - Tempe, AZ**

- Received Regent High Honors Endorsement
- Member of [Alpha Kappa Psi - Iota Xi Chapter](#)
- Dean's List
- Cum Laude distinction

## Accomplishments

### Target Corporation:

High Performer Award for District 306 Q4 2018

### Cognizant Technology Solutions:

Collaborator Award Q1 2020

Highest Performing Team Award Q1 2020

Perfect Client Satisfaction Scores July 2021

Always Striving Never Settling Award August 2021

## Skills

- Agile: Scrum, Azure Devops, Jira, Aha!, Confluence
- E-Commerce: OTC, OMS, Personalization, POS, SEO
- Human Resources: Workday, Salesforce, PeopleSoft, Greenfield, Kronos, iCims, HRBI, HRIS, Workforce Management Tools
- Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Access, Publisher, Sharepoint, Teams, Visio)
- Other: Basic SQL, AWS Essentials, IBM Cognos Analytics, APIs, CRM, Magento Admin
- Performance Testing: Lighthouse, gtMetrix

## Certifications

- Cognizant Digital Business Analyst Certificate Program, issued by Arizona State University (June 2019)
- Microsoft Technology Associate: Database Administration Fundamentals, issued by Microsoft (Jan. 2020)
- Certified Scrum Product Owner Certification, issued by the Scrum Alliance (July 2020)
- Lean Six Sigma- Green Belt Certification, issued by the Council for Six Sigma Certification (July 2020)
- Certified SAFe® 5 Agilist, issued by Scaled Agile, Inc. (June 2021)

## Work History

**Consultant, 07/2019 to Current**

**Benz Communications – Chicago, IL**

- [E-Commerce Support | Associate Product Manager | R.J. Reynolds](#)

-Acting as Functional Lead for Production Support and Enhancements of 2 storefronts (Vuse & Velo) on a Magento platform  
-Also acting as on-site integration testing coordinator, sprint planner, business liaison and QA onsite lead in addition to APM role  
-Documenting Functional Understanding Documents, Triaging Standard Operating Procedures, and other team resources  
-Refining and prioritizing the product backlog  
-Gathering requirements and creating new user stories and acceptance criteria per business need  
-Conducting Performance Testing to identify trends in and improve the performance of the storefronts  
-Creating high-visibility weekly status reports for client and internal leaders  
-Overseeing systems access tracking and IT issues for development team and facilitating their onboarding process  
-Managing the product lifecycle via agile methodologies  
-Coordinating ever-changing requirements of PACT ACT impacts on the tobacco landscape  
-Acting as business liaison between multiple teams for Hybrid Headless integration of Velo storefront via Adobe Experience Manager  
-Managing production priority queue (internally reported defects + customer reported incidents)

- [Omni- Selling Platform | Associate Product Manager | Neiman Marcus](#)

  
-Helped build an Omni-channel eCommerce platform as part of an Agile Scrum team  
-Researched and documented end-to-end CX (customer experience) and business requirements through all touchpoints of mobile application (via user stories, acceptance criteria, and test cases)  
-Specialized in Styling component and OMS (Order Management System) component and supported Communications (Text/Call) component of employee mobile application  
-Attended Quarterly Planning and brainstorming sessions to develop additional content for product roadmap  
-Analyzed systems integrations between SMEs to discover dependencies and risks that could impact development  
-Facilitated sprint refinements to ensure alignment on requirements and priorities between product and development teams  
-Performed high level testing of business and functional requirements, including support of QA and UAT, and collaborated with regional and store-level trainers to support their end-user training  
-Worked closely with Scrum Master, Development Team, UI/UX team, and others to support and ensure consistency in requirements and proper prioritization of backlog and business goals  
-Led desk checks, managed and signed-off on user stories in collaboration with UI/UX and QA

**Executive Team Leader, Human Resources, 07/2017 to 07/2019**

**Target – Cary, NC**

- Managed day-to-day store operations in high volume, \$50 million/ year store with 130+ team members
- Trained 100+ team members and leaders to use Workday in both phase 1 and 2 implementation through group and 1-on-1 training sessions
- Acted as point-of-contact for community engagement initiatives for District 306 stores; received award for highest community engagement rate in District 306 for 2018 fiscal year
- Maintained payroll management and co-wrote/audited weekly schedules for 100+ team members to ensure optimal operational efficiency and sales performance, taking into account various KPIs and modernization rollouts

**Senior Human Resources Assistant, 07/2016 to 07/2017**

**Abb Ltd – Sugar Land, TX**

- Acted as one of two point-of-contacts for HR reporting and analytics (and supported warehouse operations via ICQA (Inventory Control, Quality Assurance) by analyzing spikes in error quantities)
- Acted as primary coordinator for site-wide Attendance Management project
- Created and distributed marketing material and SOPs for operations, HR and finance teams
- Made recommendations for retention optimization based on quantitative analysis and predictive data modeling
- Redesigned site appeals process with appeals team by identifying barriers, streamlining current processes, and creating new processes to gain full compliance with network specifications (Reduced existing backlog to zero, and eliminated average processing time by nearly 50%)
- Coordinated with on-site staffing team to train other HR employees to use Salesforce, lead orientation and onboarding process and presented to groups of 30-100 new hires about US North American Fulfillment Center HR policies weekly
- Supported operational management in warehouse of 4,200-5,500 associates
- Managed Career Choice program as on-site program coordinator and assisted hundreds of associates in enrollments and job placements (Ranked 3rd out of 60 fulfillment centers across North America for active participants in 2017, up from 9th in 2016)